



Position Description: **Wildlife Hotline and Clinic Admissions Volunteer**

Status: Volunteer

Date Created: January 2020

POSITION PURPOSE

Under the supervision of the Wildlife Hotline and Admissions Assistant and Wildlife Specialist on shift, the Wildlife Hotline and Admissions volunteer is responsible for assisting the public with situations involving wildlife. Specifically, all aspects of incoming and outgoing Wildlife Hotline calls, initial screening/triage and admission of appropriate wildlife species to the facility. This position is also responsible for data entry into Wild-One database, coordinating releases, greeting rescuers, assisting with research, accepting donations, and maintaining the cleanliness of the triage room and the lobby.

I. POSITION RESPONSIBILITIES

Wildlife Hotline and Clinic Admissions Volunteer

1. Wildlife Hotline

Duties include:

- a. Answering Wildlife Hotline calls, transferring calls to appropriate departments, checking voicemails, and returning phone calls from the public.
- b. Initial phone triage and working with the caller to safely rescue and transport wildlife to a rehabilitation facility.
- c. Providing high quality information to the public at all times using CFW messaging.
- d. Providing appropriate information on how to reunite young with their parents.
- e. Assisting callers in resolving conflict situations and providing humane solutions to evict nuisance wildlife.
- f. Referring callers to other rehabilitators and providing emergency contact numbers for rescue.

2. Admissions

Duties include:

- a. Greeting rescuers and gathering detailed intake information to assess the appropriateness of the admission.
- b. Referring rescuers to other animal care and rehabilitation facilities if the animal is inappropriate for our facility.



- c. Visually assessment of the overall condition of the animal and transferring the animal from the transport box to appropriate caging in triage, with assistance if needed
- d. Solicit donations and offer donation options for rescuers
- e. Sending rescuers home with patient admission numbers and directions for follow-up inquiries

3. Other

Duties include:

- a. Coordinating releases in conjunction with medical clinic staff. Assessing weather, location and person to release the animal for each release to ensure the best outcome for each animal
- b. Recording dispositions and closing out patient files when patients are no longer in care
- c. Entering patient data into Wild One database
- d. Handling all aspects of donated items including donation forms
- e. Completing projects as requested by medical clinic staff and administrative staff
- f. Keeping the lobby, admissions, and triage areas cleaned, organized, and well stocked

II. DESIRED SKILLS, KNOWLEDGE, AND ABILITIES

- a. Information on native species and their natural histories
- b. CFW's mission work and messaging
- c. iPad and POS programs to receive donations
- d. Ability to multitask
- e. Strong interpersonal and verbal communication skills
- f. Strong attention to detail
- g. Logic and problem-solving skills
- h. Ability to define problems, collect data, establish facts, and draw valid conclusions
- i. Able to enter data accurately for research purposes
- j. Ability to lift up to 20 pounds

III. TIME COMMITMENT

Due to the time involved with training, this position is requesting a minimum of four hours a week for six months.

Name: _____

Signature: _____ Date: _____