

Volunteer Role Description - Rescue Helpline

A hugely rewarding experience, as a Rescue Helpline Volunteer you will respond to rescue queries from the public, collect information and share it with our team.

CDPA is a registered charity dedicated to caring and improving the lives of cats and dogs in Ireland. Our volunteers collaborate with local communities to reduce animal suffering through our Trap-Neuter-Return, foster-rehoming and welfare programmes.

Commitment required:	6 months
Minimum weekly commitment:	4-6 hours per week (approx. 5 calls per shift)
Location:	Online

Role Description

- Be the first point of contact and direct inquiries to help animals in need
- Respond to queries from the public while on the go (all you need is a mobile phone)
- Update & maintain an accurate record of rescue queries and information collected via your own phone/computer/tablet

Desired Qualities

- Good communication & listening skills
- Excellent organisational skills
- Attention to detail
- Fluent in English

Desired Experience

- € Customer service
- € A love of animals

Other requirements

- Access to own computer / mobile / tablet

As a CDPA volunteer you will benefit from

- A hugely rewarding experience, be at the forefront of animal rescue and enable CDPA to carry out our rescue missions
- Access to a strong, supportive community of animal rescuers throughout your volunteer journey with the CDPA
- A full induction, comprehensive training & ongoing support
- Experience of working in the Animal & Charity Sector

CDPA is firmly committed to diversity in all areas of our work. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.