

Volunteer Position: HELPLINE

WRI has a National Wildlife Helpline that is staffed 24/7 every single day of the year.

The Helpline is used by anyone that comes across an injured or distressed wild animal on any part of the Island of Ireland.

Currently, we have 18 volunteers generously volunteering for 4-hour shifts answering these phone calls, giving advice, directing people to vets or rehabilitators, or facilitating the transport of the animal to the Wildlife Hospital in Navan if necessary.

Duties:

- Provide high-quality information and support in an empathic and professional approach via telephone
- Accurate and timely data capture of enquiries
- Work within the policies and processes in place for the service, including call handling processes and data input and management
- Deescalate complex issues, queries or complaints in a timely and appropriate way and take responsibility for any ongoing actions to ensure issue/query/complaint is resolved
- Participate in providing training/information to other helpline volunteers on routine helpline topics as requested

Training: FULL training and support provided continuously

Location: This is a work from home position

Requirements:

- Patient and calm disposition – callers are often stressed and upset
- Excellent communication skills – callers need clear instructions
- Basic IT skills – all calls are logged on an App, and voicemails come through as emails
- Strong wifi signal/unlimited data – the calls come through a VOIP system through an app
- Ability to take instruction & work as part of a team – a training manual is provided, and other Helpline volunteers will always be available for advice
- **Must be able to commit to at least one four hour shift per week – we are entering the busiest period of the year and need LOTS of people to help at this time**

To Apply:

Please visit www.wri.ie/volunteer to download a VOLUNTEER FORM

Then email it to wildliferehabilitationireland@gmail.com

Please put “HELPLINE VOLUNTEER” in the subject line.