



Helpline Operator Role

The WRI (Wildlife Rehabilitation Ireland) National Wildlife Helpline operates from 8 am – 8 pm every day of the year. The Helpline is used by anyone that encounters an injured or distressed wild animal, on the Island of Ireland.

Role Description

As a Helpline Operator, you will act as the interface for the public, the WRI community of responders, approved vets, and rehabbers. This position will allow you to work remotely with an option to work from the Wildlife Hospital if suitable for you. No previous wildlife experience is required. Full support is provided on an ongoing basis. ****Shifts are 2 hours long but you must be able to commit to a MINIMUM of two shifts each week. ****

Helpline Duties

- Answering calls and directing them to the right person, e.g. a vet, another rehabilitator, the Hospital or a Helpline Advisor. Resolution skills may also mean calling fire, coast guard, NPWS etc.
- Be able to commit to a **MINIMUM** of two 2-hour shifts each week, answering and processing calls.
- Log all cases into a reporting system.

Requirements

- Patient and calm disposition – callers can be stressed and upset.
- Excellent communication skills – callers need clear instructions.
- Ability to take instruction.
- Basic IT/Admin skills (email, WhatsApp, Google, etc.) – all calls are logged on an App. Cases logged into a reporting system.
- Use of your phone for downloading Bria, VoIP App.

[CLICK HERE TO FILL OUT THE VOLUNTEER APPLICATION FORM](#)

Location:

Remotely or on-site at the WRI Wildlife Hospital, Tara Na Ri, Garlow Cross, Navan, Co Meath, C15 V9TW

Extra Details:

This is a rewarding but challenging role. During the Spring and Summer months, in particular, we require full coverage on the Helpline. Should you choose to leave, WRI requests a two week notice period before your departure to enable us to find a replacement for your shifts. The first three weeks will be a trial period to make sure the role is a good fit for you.