Position Purpose

Volunteers play a vital role in helping Lort Smith to achieve its mission and provide invaluable support across many areas of the organisation. Pet Therapy volunteers take their good-natured dogs to many facilities across Melbourne including aged care facilities, hospitals, rehabilitation centres and hostels. The aim of the program is to help improve the wellbeing of patients, residents, clients and their families through positive interaction with visiting volunteers and their dogs.

Lort Smith Vision, Mission and Values

OUR VISION:
To be the recognised leader in Australia for animal health and wellbeing.

OUR MISSION:
To improve the health and happiness of animals and the people who care for them.

OUR VALUES:
Care and Compassion. We treat all animals and people with kindness and empathy.
Quality and Affordability. We work together in a safe environment to provide accessible and sustainable services of the highest standard.
Integrity and Respect. We have the courage to do what is right, be accountable for our actions, and communicate honestly and courteously.

Position title | PET THERAPY VOLUNTEER
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Commitment required | Minimum once a month visit (1-3 hours).
Team / department | Community Outreach
Location | Health & Wellbeing Facility of your choice from our list.
Key responsibilities
- Conduct each visit in a professional, competent and caring manner
- Ensure your dog is wearing its uniform on all visits (bandana and Lort Smith lead)
- Participate in promotional and sponsorship activities related to the Lort Smith Pet Therapy program
- Always clean up after your dog
- Ensure visiting dog is washed and groomed before each visit
- Ensure visiting dog is up to date with worming, flea treatments and vaccinations
- Ensure visiting dog is on a lead at all times throughout each visit
- Refrain from visiting if unwell or if dog is unwell
- Comply with all rules and regulations of the facility visited
- Sign in/out of the visitors log at the facility for each visit
- Protect the privacy of the residents/patients and refrain from developing relationships with them outside of your volunteer role
- Follow Pet Therapy Requirements document and all other guidelines, policies and procedures provided by Lort Smith staff
- Participate in training and development activities relevant to role
| Skills and attributes | • Ability and willingness to learn and accurately follow all relevant processes and procedures  
• Is committed, reliable and punctual  
• Ability to work independently and within a team environment  
• Ability to adjust to changing work requirements in a positive manner  
• Takes responsibility for own actions and behaviour and how this impacts others  
• Demonstrates active listening skills  
• Respects confidentiality  
• Ability to cope in a fast paced environment  
• Is open to feedback  
• Demonstrates effective communication skills with a broad range of people including other volunteers, staff and clients  
• Open to working with people from diverse backgrounds with a variety of abilities  
• Ability to cope in stressful and emotional situations  
• Demonstrates resilience  
• Is friendly, helpful and compassionate  
• Ability to be empathetic rather than sympathetic  
• Respectful of knowledge and experience of staff and other volunteers  
• Shares the vision, mission and values of Lort Smith |

| Supervision and support | Pet Therapy Program Officer / facility liaison and the Volunteer Coordinator |

| Other role requirements | • Minimum age 18  
• Attend a Lort Smith Pet Therapy Volunteer Information Session  
• Complete relevant application forms  
• Participate in an interview  
• Attend and pass a dog assessment  
• Complete statutory declaration  
• Complete or provide a current Victorian Police Check and follow Lort Smith procedures for renewal as needed.  
• Provide regular evidence of your dog’s up-to-date vaccination records  
• If relevant, have or obtain a current Working With Children Check. |

| Benefits | • Play a key role in improving the health and happiness of people who can no longer have (or currently have) an animal of their own  
• Be a part of one of Australia’s leading organisations for animal health and wellbeing  
• Gain skills and experience in Pet Therapy  
• Experience happiness and enjoy the health and wellbeing benefits that positive interaction from volunteering brings into your life  
• Meet and get to know other volunteers and staff, including at biannual social events  
• Access training and development opportunities  
• Knowledge that you are making a difference and contributing to the wider community. |

28.11.2014

Volunteer Coordinator Signature

Date Position Description was last reviewed: November 2014