



## Night Emergency Response Operator Volunteer Opportunity

Wildlife Victoria's Emergency Response Service is on call to respond to reports of sick, injured and orphaned native wildlife. Our service provides a vital link between the public and our volunteers in the field.

Answering calls to 03 8400 7300, our operators record the information reported by the caller, provide appropriate advice to the public, and put the call out for nearby, appropriately-trained volunteers.

This places our role directly at the human-wildlife interface. The service also provides advice at times when a volunteer is not required. Callers who have come into contact with wildlife are often seeking a resolution to a real or perceived problem. When intervention is not required, our operators act as the voice for the native animals who find themselves negotiating increasingly urbanised landscapes, and we encourage callers to establish a rewarding and peaceful coexistence with their local wildlife.

After hours (between 8.30pm and 7.00am), our calls are answered by Night Emergency Response Operator volunteers. We are looking for some dedicated individuals who would like to join our team of volunteer operators to help keep our Emergency Response Service open in the evenings or early mornings.

### **This volunteer role provides an opportunity to:**

- Save lives and make a practical contribution to animal welfare
- Improve your knowledge of our amazing Victorian wildlife
- Gain real-world experience working at the interface of human/wildlife interactions
- Build skills in a customer service environment, speaking with the public and communicating ecological concepts.



## How does it work?

The best part about this role is it all happens out-of-hours, in the comfort of your own home, so it's easy to schedule around work or university commitments.

We'll train you in how to operate our system to contact volunteer rescuers and provide you with a framework which will help you pass on the right kind of advice to callers. Once you're confident to start taking calls, you can simply choose an evening or morning that suits you and we'll connect calls to you for an agreed amount of time (ranging from 3-5 hours). We may also need extra assistance during upscaled emergency disaster situations (such as bushfire events, or extreme heat waves).

## What you'll need to fit the role

To be eligible as a Night Emergency Response Operator volunteer, all you need is to:

- Be available for at least one regular evening or morning each fortnight and/or be available to help during the day in disaster situations (e.g. large bushfires)
- Have a reliable internet connection and computer at home
- Have reliable phone reception at home
- Be confident working on a computer with reasonable administration and typing skills
- A reasonable level of Victorian wildlife knowledge (some training provided)
- Be available to attend volunteer induction and training at Wildlife Victoria's office in Abbotsford.

Any experience in call centres or working in a customer service related position will certainly help, but is not essential.

### Up for it?

If you think you're up for the challenge, and would like to start helping our native wildlife, please send an expression of interest to:

**[volunteer@wildlifelifevictoria.org.au](mailto:volunteer@wildlifelifevictoria.org.au)**

We look forward to meeting you!

