



Teckel Tails Ltd

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Position Title: Phone Support Volunteer

Organisation: Teckel Tails Ltd (Dachshund IVDD Support Australia)

Location: Remote (Work from Home)

Time Commitment: Flexible, part-time

Duration: Voluntary, ongoing

About Dachshund IVDD Support Australia:

Dachshund IVDD Support Australia is a non-profit organisation dedicated to providing support, education, and awareness to dachshund owners dealing with Intervertebral Disc Disease (IVDD). Our mission is to create a community that empowers and assists individuals in caring for their dachshunds facing this challenging health condition.

Position Overview:

As a Phone Support Volunteer with Dachshund IVDD Support Australia, your primary role is to offer compassionate and empathetic support to Dachshund owners who are dealing with IVDD. You will provide guidance and information based on your experiences and knowledge but remember that you are not a substitute for professional medical advice.

Key Responsibilities:

- Offer empathetic General Advice: Offer general information and advice related to IVDD, dachshund care, and the emotional challenges owners may face during this time.
- Active Listening: Listen attentively and empathetically to the concerns and worries of Dachshund owners. Show understanding and support during their difficult moments.
- Answer Questions: Be prepared to answer questions to the best of your knowledge and provide reassurance to concerned dachshund owners.

Experience:

- **Knowledge of IVDD:**

Basic understanding of Intervertebral Disc Disease, its symptoms, treatments, and management.

Willingness to continuously learn and stay updated on IVDD-related information.

- **Empathy and Compassion:**

Ability to understand and empathise with dog owners facing the challenges of IVDD (Intervertebral Disc Disease).

Compassion towards the emotional and practical aspects of caring for dogs with health issues.

- **Effective Communication:**

Strong communication skills to convey information clearly and compassionately.

Ability to listen actively to dog owners, understand their concerns, and provide appropriate support.

- **Customer Service Skills:**

Friendly and patient demeanour when dealing with dog owners, understanding the emotional stress they may be experiencing.



Ability to handle inquiries, provide information, and help in a professional manner.

- **Problem-Solving Skills:**

Capability to troubleshoot common issues related to IVDD and offer practical solutions.

Quick thinking to provide guidance during emergency situations or urgent queries.

- **Teamwork:**

Collaboration with other volunteers and charity staff to ensure a cohesive and supportive environment.

Willingness to share experiences and learn from others in the organization.

- **Attention to Detail:**

Accurate documentation of calls, ensuring that important details are recorded for follow-up and improvement.

- **Cultural Sensitivity:**

Awareness of diverse backgrounds and the ability to communicate effectively with a variety of individuals.

Respect for different perspectives and experiences related to dog ownership and IVDD.

- **Confidentiality:**

Understanding and adherence to confidentiality protocols to protect the privacy of dog owners and their pets.

- **Training and Orientation:**

Willingness to undergo training provided by the charity to enhance skills and knowledge specific to IVDD and the organization's processes.

- **Positive Attitude:**

Maintaining a positive and encouraging attitude to uplift dog owners during challenging times.

These skills and experiences collectively contribute to a volunteer's effectiveness in supporting dog owners dealing with IVDD through phone-based assistance in a charity setting.

Benefits:

- Make a meaningful impact by supporting a charitable organisation.
- Flexible work hours and the ability to work from home.
- Collaborate with a passionate and dedicated team of volunteers.

Compensation: This is a volunteer position, and no financial compensation is provided. However, reasonable out-of-pocket expenses related to the role, such as stationery expenses for approved activities, will be considered for reimbursement.

How to Apply:

To apply for the Phone Support Volunteer position, please download, complete, and return the registration form available on our website <https://ivdd.org.au/disa01/wp-content/uploads/2023/09/DISA-Volunteer-Registration.docx>. Once we have received this a volunteer will be in touch for a chat.