



## PHONE COORDINATOR POSITION DESCRIPTION

<b>Document Name:</b>	Phone Coordinator Position Description		
<b>Document Number:</b>	14022023-PD Phone Coordinator		
<b>Document Status:</b>	Reviewed and authorised at a Committee meeting held on <b>14 February 2023</b> Item number <b>BA 8.1</b> to be reviewed yearly		
<b>Document Owner:</b>	Fauna Rescue of South Australia Inc		
<b>Last Modified On:</b>	14 February 2023	<b>Original Date:</b>	14 February 2023

**Answerable to:** The Fauna Rescue Committee

**Fauna Rescue of South Australia Incorporated provides a 24 hour Wildlife Hotline which is run by a Phone Coordinator, an Assistant Phone Coordinator and Phone Operators**

**Oversees:** Management of Phone Operators

### 1. Role Description:

A Phone Coordinator is responsible for leading the Phone Operator Hotline Team by fulfilling the following responsibilities:

- 1.1 Contribute to the content of the Phone Operator Policy such that the policy reflects minimum standards expected by Fauna Rescue.
- 1.2 Facilitate the delivery of information and training material to members of the Phone Operator Hotline Team.
- 1.3 Manage the Phone Operator Hotline Team.
- 1.4 Provide help and advice to Phone Operators.
- 1.5 Be the interface between the Phone Operator Hotline Team, Committee and the Species Coordinators.
- 1.6 Receive advice of, and keep the Database updated with changes to carers' and rescuers' availability.
- 1.7 Approve / arrange for external referral of rescues where we can't provide a volunteer from within Fauna Rescue.
- 1.8 Assist Committee as required with any issues affecting the Phone Operator Hotline Team.
- 1.9 Prepare a weekly roster of hotline for Phone Operators.
- 1.10 Manage the roster of members who respond to calls received for particular species.
- 1.11 Allocate Phone Operators trainers and manage all stages of training for trainees.
- 1.12 Aim to recruit new members to the Phone Operator Hotline Team for example through attendance at New Members Workshops.
- 1.13 Collect and compile monthly statistics reports for incoming calls, also several separate species reports.



## PHONE COORDINATOR ROLE DESCRIPTION

1.14 The Phone Coordinator will have access to the Coordinator view in the Database which will enable them to view all Animal Records currently listed as in care.

1.15 Work within the team structure of the relevant program and liaise with Committee.

### 2. Phone Coordinator Behaviour

2.1 The Phone Coordinator is expected to apply themselves in the best interests of the organisation and must not misuse any authority or discretion given by the organization.

2.2 The Phone Coordinator must treat all members equally and in a sympathetic and respectful manner and must abide by the Code of Ethics Item 3 (Bullying).

### 3. Conflict

3.1 Should an issue arise with a member or situation which the Phone Coordinator cannot solve or agree on, then the issue must be put in writing and submitted to the Committee who will appoint up to 2 Resolution Officers /Mediation Officer if necessary. The Resolution Officers will follow the normal procedures for dealing with and resolving such disputes.

3.2 A report made by the Resolution Officers will be submitted to the Committee for review. Any decision the Committee makes is final.

### 4. Inappropriate animal care by a member

4.1 A Phone Coordinator **DOES NOT** have the right to remove animals from members. If a member is suspected of inappropriate care of an animal it **MUST** be reported to the appropriate authority the Department of Environment and Water (DEW) immediately and the Committee should be advised.

**Report an Offence** - DEW has communicated "A permit to rescue, rehabilitation and release native wildlife does not provide any authority to seize an animal or provide formal direction in relation to an animal kept by another individual."

*Only authorised officers in the employ of DEW, RSPCA and the Police can:*

- Provide formal direction to you in relation to any native wildlife in your care; or
- Seize an animal from your care

*If anyone (other than an authorised officer of DEW, RSPCA or SAPOL) attempts either of the actions listed above a formal report be made to the DEW Fauna Permits Unit in writing at: [DEWFaunaPermitsUnit@sa.gov.au](mailto:DEWFaunaPermitsUnit@sa.gov.au) so that the matter can be investigated.*

4.2 If there is a case that may involve animal cruelty then it **MUST** be reported immediately to the appropriate authority the RSPCA and the Committee should be advised.

**Report animal cruelty** - *If you witness any animal cruelty or an emergency involving an animal, please immediately call our 24-hour cruelty hotline on **1300 477 722** and provide the operator with as much detail as you can.*

*You can also make a cruelty report online using the form on our website, which allows you to upload photographic evidence: [www.rspcasa.org.au/report-cruelty](http://www.rspcasa.org.au/report-cruelty).*



## **PHONE COORDINATOR ROLE DESCRIPTION**

Please sign this page and return to the Secretary

[admin@faunarescue.org.au](mailto:admin@faunarescue.org.au) **OR** P.O. Box 241, Modbury North, S.A. 5092

**PLEASE KEEP THE ROLE DESCRIPTION FOR YOUR FUTURE REFERENCE**

Name (PLEASE USE CAPITAL LETTERS) \_\_\_\_\_

**I have read, understood and agree to abide by the Fauna Rescue of SA Inc Phone Coordinator Role Description to the best of my ability.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_