

Volunteer role for Homecheck Lead

Charity objective

The objective of the British Chihuahua Rescue (BCR) shall be to relieve the suffering and distress of Chihuahua dogs in need of care, attention or rehoming because of ill treatment, hardship, neglect or change of circumstances.

Role Overview

The Homecheck Lead at the BCR plays a vital role in managing the process through which volunteer fosterers and eventually potential adopters are homechecked by a third party such as the Animal Team (A Team) to confirm their suitability. You would be the main point of contact for organising homechecks and you would work collaboratively with the Volunteer Support Lead, Regional Leads, foster carers, potential adopters and the A Team.

Key Responsibilities

- **Homecheck Coordination:** Organise and manage the completion and follow-up of homechecks for new fosterers and eventually potential adopters by the A Team in a timely manner. Facilitate the resolution of any queries or areas of concern raised by the A Team or other BCR Team Leads.
- **Liaison and Communication:** Work collaboratively with the Volunteer Support Lead, Regional Leads, foster carers, potential adopters, and the A Team. Maintain clear and timely communication to ensure homechecks are completed as soon as possible, reviewed and any areas of concern resolved.
- **Information and Reporting:** Maintain accurate records of all homecheck requests including dates, locations, people costs and payments. Ensure all personal information is handled in accordance with GDPR regulations.

General skills requirements

- **Essential:** Excellent communication and interpersonal skills, with the ability to handle sensitive situations tactfully.
- **Essential:** Strong organisational skills and attention to detail; ability to manage and appropriately share information across multiple sources.
- **Essential:** Ability to remain calm and professional under pressure.
- **Essential:** Ability to work independently and as part of a team.
- **Desirable:** Previous management experience, ideally within a charity.
- **Desirable:** Good understanding of and access to various software packages, e.g. Microsoft Excel, Facebook Messenger, WhatsApp, Google sheets, email and PayPal.

Data protection and confidentiality

This role requires access to personal data (internal and external) and finance records. The postholder must handle information confidentially, comply with UK GDPR and the Data Protection Act 2018, and follow the charity's data handling, retention, and information security procedures at all times.