



# FOREVER HOUNDS TRUST

Matching greyhounds and lurchers to happy homes

[www.foreverhoundstrust.org](http://www.foreverhoundstrust.org) • 03000 111 100

## Role Profile Volunteer Home Visitor

**Overall objective:** To undertake home visits and complete Forever Hounds Trust's homing documentation

**Responsible to:** Volunteer Regional Homing Officer (RHO)

**Supported by:** Volunteer Co-ordinator and Homing Support Co-ordinator (staff members)

### Overview

Forever Hounds Trust seeks to place its dogs in loving, permanent homes as pets. Volunteer Home Visitors play an important role by ensuring that the people who offer homes for our dogs are suitable and that the welfare needs of the dog will be met and maintained.

Forever Hounds Trust's homing success is built on matching the right dog to the right home and the home visit is a critical part of this process. Home visits allow us to:

- assess the physical aspects of the home i.e. the garden and height of fences
- the family dynamic and experience
- the type of dog they require

The home visit also gives prospective owners the chance to ask questions, to help establish whether a greyhound or lurcher is the right breed for their needs. It also offers us the opportunity to educate people about greyhounds and lurchers and further the cause of these wonderful hounds. In many cases, those who have homed dogs go on to become Forever Hounds Trust volunteers.

Knowledge of sighthounds would be advantageous. All volunteering roles are supported through Forever Hounds Trust's set of guideline documents. Mileage expenses are paid at the charity's current standard rate.

### Key tasks:

- Arrange and undertake the home visit, using the information obtained from the telephone screening interview conducted by another Volunteer (approval of a home is given by the RHO, Assistant RHO or Homing Co-ordinator)
- Understand the information that needs to be provided to the prospective home in advance of the home visit (full training will be provided)

- Understand the most frequently asked questions and be able to provide suitable responses
- Comply with Forever Hounds Trust's policies in relation to Personal Safety, Lone Working and Health and Safety (full training will be provided)
- Liaise with volunteers responsible for co-ordinating the homing process and, for your own safety, provide them with:
  - Date and time of your visit
  - Your travel arrangements and when you expect to return home
  - Any changes to the home visit arrangement and the reasons why
- Provide accurate information on the work of Forever Hounds Trust to the prospective owners, including the 'Guidelines on Homing' booklet and any relevant documentation that has been provided by the homing team
- Conduct a professional and polite interview, whilst being sensitive to the fact that they have been invited in to a private residence
- Raise any issues/concerns with the Volunteer Co-ordinator or Homing Support Co-ordinator for the region to ensure that they are quickly addressed in line with Forever Hounds Trust's policies and values

**Skills and abilities:**

- Excellent interpersonal skills; a confident person who is able to meet with new people and collaborate as part of a team
- Able to conduct the home visit in a professional manner and to be objective and consistent to ensure the home visit enables the matching of suitable dogs to prospective homes
- Excellent written and verbal communication skills, able to communicate clearly and effectively by telephone and email as well as in person
- Able to complete documentation (electronic and handwritten) in an accurate and timely manner
- Good basic computer skills for Microsoft (e.g. Word, Excel) and the skills to upload or attach documents and extract and input data accurately to Forever Hounds Trust IT systems
- Good understanding of the Data Protection Act and Forever Hounds Trust's associated data protection policy as it applies across the organisation (full training will be provided)
- Enthusiasm for Forever Hound Trust's work and commitment to the charity's objectives and operational activities

**Time required:**

This is a very flexible role; however, it is not unusual for volunteers to spend 3-4 hours volunteering per week in this role. This role can be shared by more than one volunteer.

**How we will support you:**

You will receive full training and support in your role. Forever Hounds Trust will provide you with guidance and direction to ensure that you have a positive, enjoyable volunteering experience.

**For further information or to express your interest, please email [volunteering@foreverhounds.org](mailto:volunteering@foreverhounds.org)**