



# INFO PACK

## LOCAL VOLUNTEER PROGRAMME (Table View centre)



### ABOUT SANCCOB

The Southern African Foundation for the Conservation of Coastal Birds (SANCCOB) was established in 1968 and is a non-profit organisation whose primary objective is to reverse the decline of seabird populations through the rescue, rehabilitation and release of ill, injured, abandoned and oiled seabirds – especially endangered seabirds like the African penguin. In almost 50 years, SANCCOB has treated more than **95 000** seabirds and independent research confirms that SANCCOB's oil spill response actions alone have increased the African population by **19%**. In a non-spill year, SANCCOB treats up to **2 500 seabirds**, of which approximately **1 500 are African penguins**.

SANCCOB (Table View centre) is situated on the banks of the City of Cape Town's Table Bay Nature Reserve – Rietvlei section in a residential neighbourhood called Table View, approximately 20km from Cape Town.

### WHY DOES SANCCOB NEED YOU?

With a limited staff component, SANCCOB relies heavily on the support of volunteers to achieve the mission of the organisation. Volunteers become an extension of the staff and are an integral part of the daily running of the centres. Not only do volunteers assist with the hands on work with the seabirds, but also provide assistance in all functions of the centre such as marketing, procurement and fundraising. In short, we need volunteers like YOU to join our team!

### SHIFTS AND VOLUNTEER COMMITMENT

SANCCOB is open 365 days of the year and, as a result, requires volunteer assistance throughout the year. Certain departments can only accommodate volunteers during the week (Monday – Friday), while other departments require volunteers every day of the week (Monday – Sunday). More information on the different functions volunteers assist with can be found below under "*Areas volunteers can assist in*".

Daily shift times:

AM: 8am – 1pm

PM: 12pm – 5pm

Full day: 8am – 5pm (lunch between 1-2pm)

All volunteer roles require a regular commitment from the volunteers for a minimum of three months, but many volunteers remain active long after this period has lapsed. All new volunteers are expected to undertake a settling-in period of 1 month. At the end of this period, both SANCCOB and volunteer can agree to extend the volunteer programme to include the remaining two months.

## AREAS VOLUNTEERS CAN ASSIST IN

### Administration (Monday – Friday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🐧 Welcoming and assisting of visitors</li> <li>🐧 Assist in reception area (including telephone switchboard)</li> <li>🐧 Attending to 'Bird calls' (phone call relating to birds in need to rescue)</li> <li>🐧 Arranging volunteer drivers when required</li> <li>🐧 Assist with emails (responding and distributing accordingly)</li> <li>🐧 Filing and general ad-hoc administrative tasks</li> <li>🐧 Taking and distribution of messages</li> <li>🐧 Assist during setup and clean up before and after meetings</li> <li>🐧 Assisting with printing and copying when required</li> <li>🐧 Assist Procurement team in receiving deliveries</li> <li>🐧 Data capturing</li> <li>🐧 Assisting with weekly stocktake</li> <li>🐧 Postage collection and distribution</li> <li>🐧 Calling of suppliers for monthly statements, invoices and pricing of goods</li> </ul>	<ul style="list-style-type: none"> <li>🐧 Enjoy working with people and animals</li> <li>🐧 Work well under pressure</li> <li>🐧 Be friendly and polite</li> <li>🐧 Have a good telephone etiquette</li> <li>🐧 Work well in a team and independently</li> <li>🐧 Basic computer knowledge (including experience with Microsoft Office - Word, Excel and Outlook)</li> <li>🐧 Be reliable</li> <li>🐧 Have a valid driver's licence</li> <li>🐧 Keep a neat and tidy workspace</li> </ul>

### Birds (Monday – Sunday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🐧 Maintaining a high standard of hygiene and cleanliness in the rehabilitation centre</li> <li>🐧 Scrubbing and cleaning of bird enclosures, mats, crates and swimming pools</li> <li>🐧 Cleaning of equipment used in food preparation and feeding</li> <li>🐧 Washing and drying of laundry</li> <li>🐧 Assisting in maintaining the permanent bird exhibit (scrubbing rocks, raking sand and food preparation)</li> <li>🐧 Defrosting and preparing fish for a variety of seabird species</li> <li>🐧 Catching and handling of different seabird species</li> <li>🐧 Feeding (force feeding and free feeding) of different seabird species</li> <li>🐧 Hydrating (tubing) different seabird species</li> <li>🐧 Administering medication to different seabird species</li> <li>🐧 Assisting with bird release preparation</li> <li>🐧 Centre maintenance duties</li> </ul> <p>** Please note that duties are issued based on the volunteer's experience</p>	<ul style="list-style-type: none"> <li>🐧 Physically fit and able to stand for a full shift</li> <li>🐧 Comfortable with getting dirty</li> <li>🐧 Willing to work in all weather conditions, frequently outside</li> <li>🐧 Able to work in a team as well as independently</li> <li>🐧 Able to follow Standard Operating Procedures</li> <li>🐧 Be reliable and accountable</li> <li>🐧 Compassionate and caring nature with a love for seabirds</li> </ul> <p>** Be aware that this is not for the faint-hearted. The birds in our care are wild and will bite at any opportunity. Learning how to work with birds is a bit like riding a bike....the more you practice the better you become. Potential volunteers should therefore know that commitment is key to learning how to handle and feed birds.</p>



### Research (Monday – Friday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🕯 Data entry on Excel and Access</li> </ul>	<ul style="list-style-type: none"> <li>🕯 Attention to detail</li> <li>🕯 Basic computer skills with Excel knowledge</li> <li>🕯 Be reliable</li> </ul>

### Driving (Monday – Sunday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🕯 Collect fish</li> <li>🕯 Collect seabirds</li> <li>🕯 Drop off garden birds at other rehabilitation facilities</li> <li>🕯 Assist with any other organizational driving needs</li> <li>🕯 Transport birds to be released</li> </ul>	<ul style="list-style-type: none"> <li>🕯 Have a valid driver's license</li> <li>🕯 Be reliable</li> <li>🕯 Be able to commit to being on standby on specific days</li> </ul> <p>** Volunteers will not be expected to use their own vehicles for driving. SANCCOB vehicles (based at the centre in Table View) can be used.</p>

### Education (Monday – Sunday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🕯 Assist SANCCOB staff with ambassador penguins during on and offsite visits</li> <li>🕯 Bond with ambassador penguins (minimum 4 hours per week – excluding time during offsite visits)</li> </ul> <p>** Volunteers interested in participating in this area will have to complete ambassador bird training (onsite and offsite). Training is only available during the week.</p>	<ul style="list-style-type: none"> <li>🕯 Compassionate and caring nature with a love for seabirds</li> <li>🕯 Enjoy working with children and the elderly</li> <li>🕯 Have a valid driver's license</li> <li>🕯 Patience</li> <li>🕯 Be reliable</li> <li>🕯 Volunteer to spend a minimum of 4 hours per week bonding with selected ambassador bird (excluding time during offsite visits)</li> <li>🕯 Bonding time does not have to be 4 consecutive hours per week</li> <li>🕯 Bonding time does not have to be during typical shift time, but should be arranged with the Education Manager</li> </ul> <p>** An ambassador bird schedule is compiled at the beginning of each month. Volunteers will be allocated to specific visits and not to typical shifts as other volunteer areas.</p>

### Finance (Monday – Friday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🕯 Filing</li> <li>🕯 Customer and supplier recons</li> <li>🕯 Following up with suppliers for statements and invoices</li> <li>🕯 Checking petty cash and analysing speed point slips</li> <li>🕯 Allocation of bank statements to General Ledger accounts</li> </ul>	<ul style="list-style-type: none"> <li>🕯 Have strong administrative skills</li> <li>🕯 Have attention to detail</li> <li>🕯 Have a bookkeeping background</li> <li>🕯 Pastel accounting experience would be beneficial</li> <li>🕯 Be reliable</li> </ul>



## First Responder (Monday – Sunday)

Activities/Task and responsibilities:	Expectations:
<ul style="list-style-type: none"> <li>🐧 Respond to bird calls in your assigned area</li> <li>🐧 Hydrate birds through the administration of oral electrolyte fluids and fresh water</li> <li>🐧 Keep birds in boxes or enclosures where they are well ventilated and the temperature is controlled</li> <li>🐧 Keep accurate records of where birds are collected from, the amount of fluid administered and where they were transferred to</li> <li>🐧 Make an assessment (using triage protocols below) to identify emergencies that require immediate veterinary attention</li> <li>🐧 Contact SANCCOB as soon as possible to arrange transportation</li> </ul>	<ul style="list-style-type: none"> <li>🐧 Able to follow Standard Operating Procedures</li> <li>🐧 Attend yearly refresher training at SANCCOB after initial training</li> <li>🐧 Be reliable and accountable</li> <li>🐧 Compassionate and caring nature with a love for seabirds</li> </ul>

## Fundraising (Monday – Friday)

Activities/Task and responsibilities:	Expectations:
<p><u>Data entry &amp; Administration</u></p> <ul style="list-style-type: none"> <li>🐧 Enter visitor and supporter data into online database (Salesforce)</li> <li>🐧 Filing</li> <li>🐧 Thank you letter</li> <li>🐧 Tracking income from Individual Giving campaigns</li> </ul> <p><u>Fundraising</u></p> <ul style="list-style-type: none"> <li>🐧 Assist in creating Penguin adoption packs</li> <li>🐧 Assist in management of tin collection programme</li> <li>🐧 Keep list of all collection tins</li> <li>🐧 Counting &amp; Banking</li> </ul>	<ul style="list-style-type: none"> <li>🐧 Have strong administrative skills</li> <li>🐧 Have attention to detail</li> <li>🐧 Be reliable</li> </ul>

## Other

If there is any other way that you would like to volunteer your time, please do not hesitate to contact the Volunteer Coordinator.

## Benefits

- 🐧 Give something back to the environment and learn about different aspects of seabird rehabilitation
- 🐧 Develop skills in teamwork and meet new people
- 🐧 Add this volunteer experience to your CV or resume
- 🐧 Invitation to SANCCOB end of year appreciation lunch
- 🐧 Free Volunteer t-shirt after 1 month
- 🐧 Invited to participate in a seabird release after 6 months
- 🐧 Two complimentary vouchers to “Behind the scenes” tour after 6 months
- 🐧 Reference letter from SANCCOB after 12 months



## Terms and Conditions

To join the SANCCOB volunteer team, you must:

- 🐧 Submit a Volunteer Application and Indemnity Form
- 🐧 Be at least 18 years of age
- 🐧 Consult your doctor before volunteering if you are pregnant, on medication or allergic to animal dander, or detergent. Persons with chronic respiratory ailments or impaired kidneys or liver should avoid working around crude oil
- 🐧 Have an up to date Tetanus vaccination if you plan on working with the birds
- 🐧 A good understanding of the English language is essential
- 🐧 Be cooperative and work as a team at all times
- 🐧 Wear personal protective gear, as defined by supervisors per task, at all times
- 🐧 Follow Standard Operating Procedures as trained by the SANCCOB team
- 🐧 Stay out of the pens and animal rooms unless you are completing a task assigned to you. Wild animals stress easily so keep noise and conversation to a minimum when working near the animals, and do not run in or around the pens
- 🐧 If you are scheduled for a particular shift and are not able to make it, please notify us 24 hours prior to your shift

### Please note

- 🐧 SANCCOB may not be able to accommodate volunteers for their 1<sup>st</sup> area preference of volunteering area and reserve this right
- 🐧 SANCCOB is not responsible for the personal possessions of volunteers
- 🐧 Pictures may be taken with still cameras without a flash with the permission of the supervisor responsible for that area. Video and movie cameras are not permitted without permission from SANCCOB management. Photographs or video may not be used for any public presentation or commercial gain without written permission from SANCCOB management

## Contact information

If you have any further queries or concerns, please feel free to contact the Volunteer Coordinator.

**Martine Viljoen**

**SANCCOB Volunteer Coordinator**

**Email: [volunteers@sanccob.co.za](mailto:volunteers@sanccob.co.za)**

**Contact number: +27 (021) 557 6155**