

Keeper Assistant Volunteer Role Description

Moonlit Sanctuary is dedicated to the conservation of Australian wildlife and their habitats. We do this by creating an outstanding experience which engages and delights visitors, and through conservation breeding, research and education.

Moonlit Sanctuary's Vision and Mission

Our Vision: To save species from extinction.

Our Mission: To lead the conservation of wildlife and presentation of Australian fauna, and in doing so provide an outstanding visitor experience. We achieve this by:

- accepting science as the basis for our understanding of the world and the natural environment; and
- promoting the importance of conservation of the environment; and
- promoting the preservation of species; and
- ensuring the welfare of animals in our care.

Our Values:

- **Respect** - We treat each other as equals, recognising the worth and dignity of every person.
- **Collaboration** - We are inspired by the contributions of all individuals and the power of a team. We support each other and work together to achieve our shared goals.
- **Accountability** - We hold ourselves to high standards in our interactions and work and take responsibility for our words and actions.
- **Innovation** - We are creative, resourceful, and resilient. We celebrate a culture of continuous improvement and aspire to be a leader in our field.
- **Customer-centered** - We actively listen to and understand our customers to design and deliver excellent services.

Role Overview

Department	Life Sciences	Key contact	Volunteer Program & Operations Coordinator
Primary location	Moonlit Sanctuary 550 Tyabb-Tooradin Rd Pearcedale VIC 3912	Supervisors	Keeper in Charge
Time commitment	Maximum FULL DAY 7:54am-4:00pm (7.6 hrs including a break), with a regular weekly shift and a requested minimum 6-month commitment.		

Role Purpose

The purpose of the **Keeper Assistant Volunteer** is to support our Keeper team in caring for the animals with basic animal husbandry tasks, which often involve physically demanding tasks such as enclosure cleaning and maintenance, food and dietary preparation and making enrichment items for our animals.

Volunteer Tasks

Tasks may include but are not limited to:

- **Enclosure maintenance:** Cleaning, re-branching, poo collection, window washing, raking, weeding, scrubbing, and re-mulching habitats.
- **Wallaby Walk maintenance:** Rubbish removal, feed pot replacement and cleaning.
- **Enrichment creation:** Making items to enhance the mental and emotional well-being of animals under the guidance of our Keeper team.
- **Food and dietary preparation:** Collecting leaf and flower browse, re-browsing enclosures, cutting and preparing food for various species, dishes and kitchen cleaning as directed.
- **Animal observation and monitoring:** Recording animal behaviour for research or safety monitoring and reporting observed safety or security breaches immediately to staff.



Moonlit Sanctuary

the best way to see Aussie animals

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- **Invertebrate educational talk and Touch Table hosting:** Setting up the Touch Table, invertebrate handling, managing visitor behaviour around the invertebrates, sharing information about the species, hosting the Touch Table items and games.
 - **Visitor interactions:** All Staff and Volunteers are expected to welcome, assist and educate our visitors, provide information or directions and answer their questions when able.
 - **Sanctuary maintenance and safety:** All Staff and Volunteers are expected to assist with the maintenance and safety of our sanctuary by removing rubbish, reporting safety and maintenance issues, and generally taking pride in the presentation of the sanctuary.
 - This role **does not** include direct, hands-on animal keeping duties such as health checks and animal training, although you may be invited to observe or assist the Keepers with such tasks.
 - Other general checklist duties are taken on each day as reasonably required.
 - Keeper Assistant Volunteer tasks are inherently important, however, they differ from Keeper tasks in that they are designed to be safe and non-critical to animal welfare if skipped. They follow established processes under the instruction and guidance of Keepers.
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Skills, Qualifications & Experience Required / Desirable

- Passion for and enthusiasm about wildlife conservation is key!
 - Previous experience or education around working with animals is a benefit, but not a requirement.
 - The physical fitness and ability to undertake physical labour for a maximum 7.5 hour shift is required.
 - Must be comfortable working in a physical, outdoors role in all weather conditions.
 - Approachable and confident with excellent interpersonal skills.
 - Work in a friendly and respectful manner with visitors and the Moonlit Sanctuary team.
 - For the safety of visitors and our animals, volunteers are required to be observant and proactive when working within animal enclosures.
 - Have a flexible attitude and be accepting of unexpected changes to daily routines.
 - Must be able to work independently and have the ability to follow our protocols and procedures.
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Volunteer Benefits

- Opportunity to gain new skills and knowledge and challenge yourself in a supportive environment.
 - Opportunity to be involved in the day-to-day life and workplace of a Wildlife Sanctuary.
 - Act on your values, passions and interest.
 - A Volunteer uniform including a shirt and hat.
 - Free or discounted Admission and Encounters.
 - Free drink during shifts, as well as discounts at the Wetland Café and Gifts shop.
 - Rewarding work offering insights into how the industry works and valuable experience.
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Additional Requirements

Volunteers need to:

- Be 18 years or older to apply.
 - Be able to commit to weekly shifts of up to 7.5 hours on a regular day of the week, including regular availability during public holidays and school holiday periods.
 - Have access to a vehicle or transport to Moonlit Sanctuary in Pearcedale, Victoria – please note that Moonlit Sanctuary is difficult to access on Public Transport.
 - Be able to commit to regular shifts for a minimum of 6 months.
 - Be comfortable and safe working in a physically demanding role.
 - Be able to work in all weather conditions in an external bush environment, which may include exposure to inclement weather, animals, insects, dust and vegetation. These may impact those who suffer allergies.
 - Agree to act in accordance with Moonlit Sanctuary's vision, mission, values, policies, procedures and processes and be willing to sign the Volunteer Agreement.
 - Be punctual and reliable.
 - Commit to completing all required training.
 - Be willing to follow directions from Employees, and be polite, courteous and respectful to Employee and Volunteer colleagues and to our Visitors.
 - Be willing to wear the Volunteer uniform and comply with program standards.
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Background Checks

Moonlit Sanctuary is committed to providing all Employees and Volunteers at Moonlit Sanctuary with a safe and healthy working environment, and Visitors with a positive experience. Moonlit Sanctuary is committed to recruiting dedicated, professional volunteers who have the skills and experience appropriate to the role.

Following a Volunteer Role offer from the Volunteer Program Coordinator, background checks will be requested.

Questions about these background checks or requests for support should be directed to volunteers@moonlitsanctuary.com.au.

Please note, all information will be treated as confidential and managed in accordance with privacy laws, including limiting Employee access.

The following background checks will be required prior to commencement:

- **Victorian Working with Children's Check (WWCC)**
 - WWCC's are FREE for Volunteers.
 - If you already have a WWCC for another Volunteer Role or a Paid Position, the same WWCC card may be used for Moonlit Sanctuary.
- **Police Check** (or be willing to undergo a screening)
 - As a part of our duty of care obligations, we conduct Police Checks on all new Volunteers.
 - Police Check costs are covered by Moonlit Sanctuary, and you will be sent details separately on how to complete this check through our system. Please **do not** pursue your own external Police Check, as these costs will not be reimbursed.
 - Police Checks are separate from and different to WWCC.
 - Police Checks are a 'point in time' criminal history check – so even if you have completed one before, you may be required to complete one again.
 - Only applicants with prior convictions that are relevant to the 'inherent requirements' of the Volunteer Role may have their offer withdrawn. Please see the [Australian Human Rights Commission](#) website for more information regarding this.
- **Reference Check**

As a part of the application process, Moonlit Sanctuary will ask for contact details of a person who can speak to a volunteer's skills and abilities relevant to the requirements of the Volunteer Role. Please obtain permission from this person prior to providing their contact information.

PLEASE NOTE

- These roles are voluntary in nature and should be entered into freely. Those accepted into these roles are under no obligation to perform the work.
 - Appointment into this role is not a guaranteed pathway into a paid position at Moonlit Sanctuary.
 - This role has no guaranteed involvement with the animals apart from our free-roaming macropods.
 - Employees, Volunteers or Visitors will not be allowed to negatively impact animal welfare or compromise safety.
 - This role is not equal in tasks and responsibilities to, and therefore a replacement for, an employee's role.
 - There is a probation period, after which time the Volunteer will be reviewed to ensure that the volunteer role is a suitable fit for both parties.
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Inclusivity Statement

Moonlit Sanctuary Wildlife Conversation Park is committed to providing a working environment that is purpose-driven, collaborative and positive. We offer access to learning and development opportunities and generous discounts on products and services.

Moonlit Sanctuary Wildlife Conversation Park is committed to building a diverse workforce and strongly encourages applications from Aboriginal and Torres Strait Islander people, people with disability, people from culturally and racially marginalised and refugee backgrounds, people of all ages, neurodiverse people, gender diverse people and LGBTIQ+ people. We welcome applications from people with a diversity of backgrounds and experiences.

To Apply

- To apply, complete the online **Apply to Volunteer** form and select the **Keeper Assistant Volunteer** Program: <https://moonlitsanctuary.volaby.org/apply>
 - If an application matches current recruitment needs, applicants will be guided through the recruitment process which may involve an interview and induction training. This is to ascertain fit within the program, values and culture of Moonlit Sanctuary, and ensure a match in expectations.
 - To protect both the animals in-residence and Sanctuary operations, only those who meet the program requirements will be accepted into the Moonlit Sanctuary Volunteer Program.
 - As Keeper Assistant Volunteer roles are limited, if an appropriate regular day is not available you may be invited to consider the Visitor Experience Volunteer role while you wait for a suitable day to become available or to fill in gaps within the Keeper Assistant Volunteer roster.
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