

Volunteer Role Description - Kitty Match-Maker

Our Kitty-Home Match-Makers identify and allocate foster kitties to forever homes.

CDPA is a registered charity dedicated to caring and improving the lives of cats and dogs in Ireland. Our volunteers collaborate with local communities to reduce animal suffering through our Trap-Neuter-Return, foster-rehoming and welfare programmes.

Commitment required:	6 - 9 months
Minimum weekly commitment:	6 hours minimum Kitten Season: March–September 9 hours
Location:	Virtual role

Role Description

- **Understand & Advocate for Each Kitty:** Maintain an in-depth understanding of the cats in CDPA's care, including their personalities, likes, dislikes, and forever home requirements.
- **Manage the Adoption Process:** Review applications, reach out to prospective adopters, and conduct virtual home checks to assess suitability based on each cat's needs.
- **Match Cats with Suitable Homes:** Chat with adopters, understand their lifestyle, and help find the perfect match by considering the cat's temperament and requirements.
- **Provide Guidance & Support:** Offer advice on cat enrichment, care, and creating a loving, stress-free environment. Answer adopters' questions to ensure a smooth transition.
- **Maintain Accurate Records:** Update and manage electronic kitty records throughout the adoption life cycle.
- **Collaborate with the Foster Team:** Work closely to ensure a smooth handover when cats move to their forever homes.
- **Offer Post-Adoption Support:** Follow up with adopters to ensure their new feline friend is settling in well and provide ongoing assistance if needed.

Desired Qualities

- **Strong Communication Skills:** Ability to engage with diverse individuals, preferably via video calls.
- **Customer Service Experience (Preferred but not required):** Helpful for interacting with adopters and providing support.
- **Organized & Process-Driven:** Ability to follow structured procedures for a smooth adoption process.
- **Data Management & Accuracy:** Experience in maintaining records and handling administrative tasks.
- **Tech-Savvy & Detail-Oriented:** Proficient in computer and administrative skills.
- **Passion for Animal Welfare:** Committed to helping rescued animals find loving homes.

Desired Experience

- Experience in animal rehoming, with knowledge of animal welfare and behavior being an advantage.
- Interviewing experience is a bonus.

Other requirements

- Access to a personal computer.
- Proactive use of a mobile phone, including WhatsApp group chats and video calls.
- Availability for training sessions during evenings and weekends.

As a CDPA volunteer you will benefit from

- Access to a strong, supportive community of animal rescuers throughout your volunteer journey with the CDPA
- A full induction, comprehensive training & ongoing support
- Ongoing training from an expert team of volunteers
- Opportunities to become involved in other aspects of the charity
- Experience of working in the Animal & Charity Sector

CDPA is firmly committed to diversity in all areas of our work. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.