



VETERINARY - OUTREACH

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| Job Title: | Together Through Homelessness Coordinator |
| Reporting to: | Together Through Homelessness Team Leader |
| Dogs Trust Grade: | F |
| Location: | London office |

Job Purpose:

This role is one of the main points of support for our Together Through Homelessness vet scheme. The Together Through Homelessness Coordinator is responsible for registering and supporting our clients to access vet care. This includes dealing with enquiries from a variety of key stakeholders, to contribute to the successful day-to-day delivery of our vet scheme. This includes covering our phonenumber and managing our Together Through Homelessness email inbox to communicate with the public, specifically to support dog owners experiencing homelessness and their dogs. In addition, they will also need to resolve complex cases which arise on our vet scheme, as well as provide support to clients and sign post them to relevant services.

Overview of the Department/Team:

Outreach run several projects supporting pet owners experiencing homelessness or in housing crisis across the UK. This includes Freedom, a specialist dog fostering service for people fleeing domestic abuse, and our Pets and Housing projects. Our Pets and Housing projects consist of our Together Through Homelessness vet scheme and the endorsement scheme, Pet-Friendly Housing work (including our pilot in Scotland), and pet foodbank pilots. This role will be working within the Pets and Housing team and with those who operationally work on the Together Through Homelessness Vet scheme.

Key areas of accountability:

Deal with and respond to telephone and email queries to the Vet Scheme from external stakeholders, including but not limited to:

- liaising with dog owners experiencing homelessness to register their dogs on our Vet Scheme,
- supporting dog owners registered on our Vet Scheme with additional queries about their dogs' veterinary treatment and signpost them onto other support services where necessary,
- dealing with and resolving sensitive and complex cases that arise on the Vet Scheme, including escalating any safeguarding concerns,
- providing advice and signposting to dog owners who need support with vet care but who are not eligible for our Vet Scheme.

Carry out key processes to aid the efficient running of the Vet Scheme, including but not limited to:

- processing veterinary card applications through our internal database and assisting homelessness services to make online applications via our Together Through Homelessness website including renewals of veterinary cards,

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| <ul style="list-style-type: none"> • liaising with our internal Veterinary team to discuss complex veterinary cases for dogs being supported through the Vet Scheme, including making decisions about veterinary treatment whilst considering key factors, • checking microchip details, • resolve invoice queries from vet practice. |
| <p>Work closely with the Team Leader to ensure that all administration processes are completed efficiently:</p> <ul style="list-style-type: none"> • respond to enquiries from landlords, letting agencies and tenants via our Pet Friendly Housing scheme, • accurate record keeping in relation to clients, vet practices, homelessness services, • provide cover for the other Coordinator role and Pets and Housing Team Assistant during periods of absence or as needed. |
| <p>Work with the Team Leader and Pets and Housing Manager to provide information for internal and external use including:</p> <ul style="list-style-type: none"> • identify and interview Vet Scheme clients and other key stakeholders in order to develop sensitive, empathetic, and powerful case studies for use across our Philanthropy, Corporate and Trusts work as well as for our comms work, • identify areas of need where additional support is required for our services. |

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| Person Specification: |
| <i>Essential skills, experience, and attributes</i> |
| Experience of supporting people in vulnerable situations or personal crisis is essential. |
| Significant experience in a previous customer service role, including experience in dealing with challenging phone calls. Must be able to work in a busy environment and to prioritise own workload. |
| Ability to deal with and resolve complex cases in a sensitive and empathetic manner. |
| Understanding of the importance of building trust with people experiencing homelessness. |
| Excellent interpersonal skills and the ability to communicate effectively with a wide selection of stakeholders. |
| Approachable and confident communicator, with the ability to adapt communication for different audiences, particularly when dealing with challenging situations. |
| Experience of data entry on internal databases. |
| Experience of developing effective admin processes and procedures. |
| Ability to work independently with confidence in decision-making. |
| Confident with using Microsoft Office (Word, Excel & Outlook). |
| Understanding of the problems experienced by pet owners in housing crisis, and an empathetic approach to this. |
| Awareness of, and sensitivity to, the aims of Dogs Trust and in particular Outreach Projects. |
| <i>Desirable skills, experience, and attributes</i> |
| Experience of working within the homelessness sector. |

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| Additional information: |
| Must be able to travel to Dogs Trust London Head Office. Occasional travel and overnight stays may be required. |

