

# Volunteer Role Description



**ROLE TITLE:** **Volunteer Strandings Hotline Coordinator** (part time)  
for Cornwall Wildlife Trust Marine Strandings Network.

Covering Monday, Tuesday, Wednesday, and weekend/holiday cover as available.

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## 1. BACKGROUND TO ROLE

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The Cornwall Wildlife Trust Marine Strandings Network is the official recorder of all species of stranded marine organisms in Cornwall and the Isles of Scilly. In response to reports from the public and local authorities to the Hotline, members of its team of trained volunteers are sent out to examine and record the larger marine animals, such as cetaceans, seals, basking sharks and turtles that wash up in large numbers around our coast each year. Where appropriate, the volunteers may also retrieve animals, under license, for post-mortem examination on behalf of the MSN's partner, the Institute of Zoology under the Defra-funded UK Cetacean Strandings Investigation Programme (CSIP).

The MSN has a small team of Hotline Coordinators that work on a duty rota to cover the Hotline each day. Their role is to act as the liaison officer between the public and local authorities reporting an incident of a marine animal washing up of the beach, and the trained volunteers who will be sent out to record the stranding.

This is a long-term, part-time volunteering position, working from home.

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## 2. MAIN RESPONSIBILITIES IN ROLE

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- Receive calls to the Hotline from home and act as the first point of contact for the public and authorities when they call to report a marine stranding incident.
- Access the online Hotline call-log from home and record the details of the stranding. Use the online resources to locate a suitable local volunteer to record and tag the animal. Liaise with the volunteer, providing information on the stranding and acting as their point of contact.
- If the animal is suitable/accessible for post-mortem examination, liaise with the pathologist to make arrangements where necessary
- If the animal is unsuitable for post-mortem, contact the beach owner for removal of the body.
- Update the online call-log with further details when a stranding is complete.
- Make handover message ready to for the Hotline Coordinator on duty the following day.

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### **3. EXPERIENCE REQUIRED**

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Full training, support and user-friendly systems are provided to enable the successful candidate to carry out the role. However it is essential that candidates are committed (cover for holidays and absence can be easily arranged) and they must have telephone and internet access throughout the daylight hours to ensure effective and efficient response to marine stranding reports.

We are happy to discuss the role if you are unsure of your experience or suitability in any of the areas below.

#### **EXPERIENCE**

- Liaising/communicating with members of the public
- Using the internet; online maps, sheets and forms
- Inputting information into a database with accuracy
- Working with volunteers or as a volunteer

#### **KNOWLEDGE**

- An interest in the marine environment and wildlife conservation is highly desirable although in-depth knowledge is not essential

#### **SKILLS**

- Good communication and interpersonal skills, diplomacy and patience
- The ability to work on your own initiative and find solutions
- IT skills; using online sheets and forms
- Attention to detail

#### **PERSONAL QUALITIES**

- Enthusiasm and commitment
- Friendly and outgoing
- Professional and methodical approach
- Willingness to learn
- Working as part of a team