



Wildlife Solutions Counselor

VOLUNTEER OPPORTUNITY

Each year thousands of good samaritans call or visit our Wildlife Care Center (WCC) about an injured animal, a wildlife conflict or with a question about wildlife. Our team of volunteer Wildlife Solutions Counselors help admit injured animals into the hospital and educate the public about living with wildlife. They are essential in connecting to the community and leveraging these connections to build awareness, compassion, and capacity to live more harmoniously with wildlife.

Our Solutions Counselors serve on site in our Wildlife Care Center, and commit to a weekly 4 hour shift (same day, same time each week) for at least 6 months.

Responsibilities & Duties

- Engage with the public over the phone and email to coach callers in finding solutions for wildlife conflicts, advising on next steps for injured birds and animals, and educating callers about reducing wildlife hazards
- Record call information in an online database
- Assist with new patient admission, including helping Good Samaritans as they arrive, collecting detailed patient histories, and creating patient records in an online database
- Greet visitors and guests, provide directions and information on the sanctuary & WCC
- Option to learn basic wildlife handling and species identification in order to assist with new patient containment and intake

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Requirements

- Wildlife Solutions Counselors need to be able to answer the phone politely, be patient with those who call, collect information from callers using a list of questions, and be comfortable entering information into an online database.
- 6 month commitment to the same weekly shift (same day and time)
- As much as possible, we need volunteers to attend their weekly shifts. We have procedures for volunteers who need to be absent from occasional shifts.
- Background check for this position and all Wildlife Care Center positions.
- Proof of COVID-19 vaccine and booster.
- Current Tetanus vaccine
- All Care Center staff and volunteers wear masks while in the Care Center.
- This is a mostly seated position, but there is some standing, bending, and lifting while helping with animal intake.

Orientation and Training

- All new volunteers apply online, [CLICK HERE](#) to apply as a Portland Audubon Volunteer!
- New volunteers attend a quarterly orientation, then begin the online training as a Wildlife Solutions Counselor. The online trainings are a series of 3 videos, and are followed by a quiz.
- Once new volunteers have passed the quiz they are paired with a mentor and assigned a regular shift.
- Once actively volunteering, we offer continuing education each year with refreshers for “baby bird” season, self driven learning, and team meetings.

Benefits

- Expand your knowledge about wildlife and interact with the public who need our help to live in harmony with wildlife.
- Join a vibrant community of volunteers who embody our mission to “inspire all people to love and protect birds, wildlife and the natural environment upon which all life depends”
- Participate in volunteer-only opportunities like classes, bird outings, wildlife releases, and appreciation events.



QUESTIONS?

Email volunteers@audubonportland.org