

URBAN SAFARI RESCUE SOCIETY

Volunteer Management System Redesign

WHY REDESIGN?

In our research, we discovered that many of the pain points in Urban Safari's system related to volunteers. Sporadic attendance of volunteers leads to over- and understaffing, and volunteers often take on tasks they are not qualified for due to lack of training and/or understanding of their roles.

OUR RESEARCH

Interview + Cultural Probe

Drama between staff and volunteer stems from volunteers not fully understanding the scope of their role at Urban Safari.

Over- and understaffing is a persistent issue due to spotty volunteer attendance.

Workshop + Personas

Volunteers often don't receive hands-on training when learning new skills due to lack of available staff.

There is a daily checklist that is used to keep track of which tasks need to be done each day.

OUR CONCEPT

We are proposing a volunteering management system redesign. It is the combined effort of the following three components to supplement and improve Urban Safari's current practices by helping volunteers better **understand their roles** at Urban Safari, provide them with **supplementary training**, and give them **direction**.

SYSTEM COMPONENTS

1 VOLUNTEER HIERARCHY

A volunteer leveling diagram that chunks tasks into 5 levels. It shows them what they need to do in order to work towards new and more interesting tasks. This adds transparency for volunteers in regards to their responsibilities and expectations.

Volunteers would also be provided nametags/badges to wear indicating their volunteer skill level.



2 CHECKLIST REDESIGN

A soft redesign of the checklist that organizes tasks by 5 levels, so it is clear to a volunteer what they can, and are expected, to do. This will be introduced in addition to the current daily task information: animal name and type, area, task type, check-boxes. This reinforces the hierarchy system and provides volunteers with direction throughout the day.

3 ENHANCED SIGNAGE

Removable signage on each enclosure naming and describing the animal for guests to view can be taken out of its pocket to reveal animal-specific care information that volunteers can follow when caring for new animals. This provides supplementary training for when staff are not around.

