

JOB TITLE:

Adoption Counselor

SUPERVISOR:

Customer Service Manager

GOAL OF POSITION:

The purpose of the adoption program is to promote successful, lifetime adoptions for our adoptable animals.

TIME COMMITMENT:

At least three hours a week for a minimum of one year.
Monday- Friday: 11:00pm-7:00pm
Saturday & Sunday 11:00am – 6:00pm

DUTIES:

Adoption Volunteers work very hard placing companion animals into permanent, loving and responsible homes. Duties may include carefully reviewing adoption applications, showing animals to potential adopters, assisting the public in selecting a companion animal and counseling potential adopters on expectations, animal behavior, needs, etc., and educating the public on responsible pet guardianship.

TRAINING:

Completion of Volunteer Orientation. Adoption Volunteers are also required to complete an animal handling class as well as on-the-job training sessions with experienced Adoption Counselors.

QUALIFICATIONS:

Must have the ability to work well with both people and animals; strong interpersonal and communication skills; a strong desire to learn as much as possible about the emotional and physical needs of a wide variety of animals; a willingness to educate; and good physical agility & strength.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

Due to your efforts, many animals will be adopted into appropriate and loving homes. However, no matter how well you do your job, homes will not be found for all the animals you'll be working with. You must be able to accept the fact that sometimes the best thing you can do for an animal is not to approve a particular application. Your criteria cannot be, "if I don't adopt out this animal, it will be euthanized." Our primary goal is to place animals with *suitable* guardians.

JOB TITLE:

Animal Care Volunteer

GOAL OF POSITION:

To assist the animal care staff to ensure all the kennels are cleaned and animals fed.

SUPERVISOR:

Animal Care Supervisor

TIME COMMITMENT:

Two to three hours per week for a one year commitment. Daytime, evening and weekend shifts available.

DUTIES:

The essential duties would be to work closely with one of our staff members to help ensure that all animals' cats, dogs, rabbits, guinea pigs, and mice are getting a thoroughly cleaned kennel, fresh water, and fresh food, along with minimal TLC for the animals. Other duties that we could always use help with that are not as intense are doing laundry, loading the washer, dryer, and folding laundry. We could also use help with the endless amount of dirty dog dishes and cleaning our main kitchen area.

TRAINING:

Completion of Volunteer Orientation and animal handling class. Other training to be provided by PHS/SPCA staff.

QUALIFICATIONS:

Must have good physical strength and the ability to handle animals that are shy or rambunctious. Volunteers must be able to follow exact instructions and work independently. Must be able to lift 40lbs. **Must be at least 18 years of age.**

JOB TITLE:

Behavior Department Volunteer (Consultation Assistant)

GOAL OF POSITION:

To assist PHS/SPCA's Behavior Consultants during consultations.

SUPERVISOR:

Behavior Manager

TIME COMMITMENT:

Two to three hours per week for a one year commitment. Daytime, evening and weekend shifts available.

DUTIES:

You will take notes of the conversation, make sure the client has filled out the questionnaire, film part of the consultation when necessary, and follow the consultant instructions to handle another animal if needed.

TRAINING:

Completion of Volunteer Orientation. In addition, all assistants must observe one consultation before they will be allowed to assist consultants. Assistant needs to attend TLC training and feel comfortable working with dogs in and out of the kennels.

QUALIFICATIONS:

Must have excellent communication skills and feel comfortable working with both people and dogs. Behavior experience is a plus. Assistants must be able to exercise patience and compassion when dealing with all clients. **Must be at least 18 years of age.**

JOB TITLE:

Behavior Department Volunteer (Dog Training)

GOAL OF POSITION:

To assist PHS/SPCA's trainers at weekly dog training classes.

SUPERVISOR:

Behavior Manager

TIME COMMITMENT:

One year commitment which varies according to class schedule. Check with Behavior Coordinator

DUTIES:

You will be attending dog training classes and assisting the staff trainer. It is the assistant's responsibility to observe each student during class and offer to help should questions or problems arise.

TRAINING:

Completion of Volunteer Orientation. In addition, all assistants must observe one full session of a class before they will be allowed to have direct contact with students and their dogs. Assistants must also be available after each class to discuss the class with the trainer and other assistants and observers.

QUALIFICATIONS:

Must have excellent communication skills and feel comfortable working with both people and dogs. A deep respect and understanding for dogs, as well as basic dog handling skills are a prerequisite for this position. Dog trainers and assistants are actually training the guardian of the dog; the guardian then trains the dog. Assistants must be able to exercise patience and compassion when dealing with all students. **Must be at least 18 years of age.**

JOB TITLE:

Behavior Department Volunteer (Second Chance Class)

GOAL OF POSITION:

To participate in PHS/SPCA's weekly dog training classes for shelter dogs.

SUPERVISOR:

Behavior Manager or Behavior Assistant

TIME COMMITMENT:

At least one training class a week for a minimum of one year.

<u>Class times:</u>	Wednesday	3:00 pm - 4:00pm
	Friday	11:30am – 12:30pm (puppies)
	Saturday	3:00 pm – 4:00pm

DUTIES:

Second Chance volunteers train shelter dogs in basic commands; evaluate their behavior; and socialize with them. Volunteers complete volunteer visit cards. The volunteer's goal should always be to make the dogs more adoptable.

TRAINING:

Completion of Volunteer Orientation and a basic animal handling class. In addition, all volunteers must observe one class before they will be allowed to have direct contact with dogs. Volunteers willing to participate in puppy class need to complete Puppy Buddy Class training.

QUALIFICATIONS:

A deep respect for dogs and an interest in basic dog handling skills are prerequisites for this position. **Must be at least 18 years of age.**

JOB TITLE:

Behavior Foster Care Volunteer

GOAL OF POSITION:

To foster dogs or cats with certain behavior issues that will need to be modified/trained.

SUPERVISOR:

Behavior Manager

DUTIES:

Behavior foster volunteers train these dogs in a home environment following Behavior Department recommendations. They will also need to attend some of the shelter training classes (2nd Chance Class or play groups) while the dog is in their care

TRAINING:

Completion of Volunteer Orientation and Foster Care Orientation. In addition, all volunteers must participate in 2nd Chance Class for one month before they start fostering, to familiarize themselves with the methodology used for training.

QUALIFICATIONS:

A deep respect for dogs and some behavior knowledge combined with an interest in basic dog handling skill are prerequisites for this position. **Must be at least 18 years of age.**

TIME COMMITMENT:

Two weeks to a few months per foster.

JOB TITLE:

Behavior Helpline and Clerical Volunteer

GOAL OF POSITION:

To assist the Behavior Department with office duties and/or answer helpline calls.

SUPERVISOR:

Behavior Manager

DUTIES:

Helpline and Clerical Volunteers help file and organize the department's information, make phone calls, video-tape classes, retrieve messages from the Helpline, learn what details to include in the log notes and return helpline calls.

TRAINING:

Completion with Volunteer Orientation along with completion of training with Behavior Staff to retrieve and answer calls.

QUALIFICATIONS:

Excellent communication skills. Deep respect and understanding for animals, patience and compassion when dealing with the guardian and their pets. Counseling experience and bilingual (Spanish) a plus. **Must be at least 18 years of age.**

JOB TITLE:

Clerical Volunteer

SUPERVISOR:

Relevant Department Supervisor

GOAL OF POSITION:

Some of our most indispensable volunteers work behind the scenes at PHS/SPCA, assisting with a variety of office and community work. There are many ways to help PHS/SPCA and the animals, especially for volunteers who are unable to deal with the emotional considerations of an animal shelter.

TIME COMMITMENT:

At least eight hours a month for a minimum of one year.
Days and hours are flexible.

DUTIES:

You will be typing, stuffing envelopes, collating materials, making phone calls, working with photo files, photocopying, filing, entering and revising data in computers, mailing educational materials to schools, and assembling media packets.

TRAINING:

Completion of Volunteer Orientation. Additional training and instructions will be provided by relevant department personnel.

QUALIFICATIONS:

Must have the ability to follow instructions and work independently; legible handwriting; typing and/or computer skills. **Must be at least 18 years of age.**

JOB TITLE:

Community Networking Volunteer

SUPERVISOR:

Sr. VP, Community Relations

GOAL OF POSITION:

Help PHS/SPCA reach potential supporters and expand its community profile through small events. The events should make some money for the shelter animals, but the larger goal will be to introduce PHS/SPCA to new friends. Volunteer needs to be our primary link to people/companies that can host events.

TIME COMMITMENT:

The kind of small events we wish to hold will require anywhere from a few to 10 hours of planning for one volunteer, though volunteers may work in teams of two. We also expect the volunteers to be present at the events which will likely be held in the evening or weekend.

DUTIES:

Community Networking Volunteers will plan small, informal events (mixers, cocktail receptions, etc.) to help introduce PHS/SPCA to new audiences. Volunteers must have existing contacts in our community -- restaurant/bar managers, art gallery owners and other businesses willing to (a) host a small gathering to benefit the shelter and (b) invite their existing clients and customers to the event. These smaller events are not to compete in any way with PHS/SPCA's major, annual fundraisers: our Auction/Gala, Mutt Strutt Dog Walk, Fashion Show and Critter Classic Golf Tourney. Volunteers will find businesses to host events, help publicize the event, work with PHS/SPCA's Outreach Coordinator to create printed materials/signage for the event, and attend the event, helping with everything from set-up, greeting, nametags, and clean-up.

TRAINING:

Completion of Volunteer Orientation. Meeting or telephone call with PHS/SPCA 's Sr. VP, Community Relations.

QUALIFICATIONS:

Must have existing contacts in our community – people/groups willing to host smaller event; excellent written and oral communication skills; very personable. **Must be at least 18 years of age.**

JOB TITLE:

Development Volunteer

SUPERVISOR:

Development Coordinator

GOAL OF POSITION:

To assist the Development Department with data entry, filing, mailing and other clerical duties.

TIME COMMITMENT:

Suggested time commitment of 3 or more hours per week
(between the hours of 9:00am and 6pm, Monday – Friday)

DUTIES:

Accurately enter information into the Development Database. Fold and stuff letters. File departmental documents and other assignments as needed.

TRAINING:

Completion of Volunteer Orientation and meet with Development Coordinator for Department orientation and training on Raiser's Edge software.

QUALIFICATIONS:

Comfortable with Windows operation system. Able to enter data in computer quickly and accurately. Comfortable with clerical tasks. Raiser's Edge experience a plus, but not necessary. **Must be at least 18 years of age.**

JOB TITLE:

Enrichment Volunteer

GOAL OF POSITION:

To stimulate the animals through novel sights, sounds and smells while in their kennels, allowing them to exercise choice and control over their environment and providing them with ways to engage in species-specific behaviors.

SUPERVISOR:

Behavior Manager

DUTIES:

Enrichment volunteers are responsible for following the enrichment calendar, and preparing, giving out, and cleaning various enrichment items that go to the shelter dogs and cats. In addition, they're required to document the interactions that each animal has with their enrichment item.

TRAINING:

All enrichment volunteers must have completed either a dog TLC or cat TLC orientation in order to do enrichment with the animals. They must also attend the enrichment orientation.

QUALIFICATIONS:

Must be able to reliably commit at least 2 hours on a set day each week, and be able to come in at least 1 day a week. Must have completed all the requisite orientations.

TIME COMMITMENT:

Roughly 2 hours a week.

JOB TITLE:

Exotic Animal Volunteer

SUPERVISOR:

Wildlife staff

GOAL OF POSITION:

To provide the best possible care for all exotic animals while housed at PHS/SPCA.

TIME COMMITMENT:

At least one shift must be scheduled per week for a minimum of one year. Shifts are 9:00am -12:00am Monday through Sunday.

DUTIES:

Exotic Animal Volunteers can specialize in either avian or reptilian species. You have the opportunity to work directly with and handle a diverse assembly of animals. Basic Duties include: cleaning enclosures, feeding animals, providing enrichment, washing dishes and general housekeeping.

TRAINING:

Completion of Volunteer Orientation and on-the-job training is provided by the Wildlife staff.

QUALIFICATIONS:

Safety, Safety, Safety! Exotic animals are wild by nature and ability to follow all safety precautions is required. Occasionally, dangerous animals will be housed in the exotics department. Good communication is required to ensure the all animals receive the best possible care and no injuries occur to either you or the animal. Volunteers must have a keen interest in exotic animals, good physical stamina, and ability to follow exact instructions and work independently. **Volunteers must be at least 18 years of age.**

EMOTIONAL CONSIDERATIONS:

It is very easy to become attached to the animals you care for, and you may not agree with all exotic adoptions or specific aspects of their care. The staff is happy to discuss any reservations, but you must be able to follow protocol. Many exotics are sick or injured on intake and despite our best efforts may pass on or require euthanasia.

Job Title:

Grooming Volunteer

Supervisor:

Animal Care Supervisor

Goal of Position:

To provide grooming and bathing to shelter animals.

Time Commitment:

At least four hours a week for a minimum of one year.
Monday-Sunday: 7:00am – 7:00pm

Duties:

As a grooming/bathing volunteer, you will be cleaning, clipping, and any other tasks that will improve the appearance of shelter animals as well as the standard of life for them here at PHS/SPCA. Your main focus will be animals that are up for adoptions as well as animals that have not yet been cleared for adoption. Although adoptable animals will have priority, other animals will also be included. Staff will post a list of animals to be groomed before your volunteer shift and you will be expected to handle, clip, bath and complete whatever else may be necessary to ready them for adoption or improve their standard of living while up for adoption.

Training:

Completion of Volunteer Orientation and animal handling class. Other training to be provided by PHS/SPCA staff.

Qualifications:

Must have good physical strength and the ability to handle animals that are shy or rambunctious. Volunteers must be able to follow exact instructions and work independently. Must be able to lift 40lbs. **Must be at least 18 years of age.**

JOB TITLE:

Humane Education Volunteer

SUPERVISOR:

Humane Educator

GOAL OF POSITION:

PHS believes that attitudes can be positively influenced through education. As an Education volunteer, your job will be to inform audiences (primarily children) about PHS services and heighten awareness of ways people can help animals. Our Education programs emphasize responsible pet care, respect for local wildlife, and compassion for all species.

TIME COMMITMENT:

Hours vary based on desired position and involvement depends in part on the volume of program requests the Humane Education department receives. Minimum of one year commitment required.

DUTIES:

Education volunteers usually specialize in one of the following areas:

- giving classroom presentations to school children (kindergarten-6th grade) about companion animal care or local wildlife
- leading educational tours of our shelter for groups of visitors
- assisting with activities and supervising children in day camps and afterschool programs

TRAINING:

Completion of Volunteer Orientation. After an interview with the Volunteer Services Manager, you may meet with the Humane Educator to discuss position details and appropriate placement. New Education volunteers observe seasoned volunteers in action and receive individual support before volunteering independently. In addition, all Education volunteers are required to get fingerprinted and attend Child Abuse prevention training.

QUALIFICATIONS:

Educators must have the ability to communicate clearly and enthusiastically with both children and adults; be self-starters and extremely reliable. Must have a deep concern for the humane treatment of all animals; become familiar with PHS services and represent the organization in a professional manner; exercise good judgment with program participants, possess a sense of humor, and be mindful of safety at all times. Volunteers interested in giving companion animal presentations must get approval from the Behavior Department before bringing their own dogs to classrooms. All volunteers provide their own transportation to and from scheduled programs.

JOB TITLE:

IT Volunteer

SUPERVISOR:

Information Systems & IT Administrator

TIME COMMITMENT:

At least three hours per week for a minimum of one year

DUTIES:

1. Computers:

- PC maintenance & upgrades
- Install and maintain software/hardware
- Design, install, and maintain a local area network
- Chameleon/SQL Database Administration
- Install, monitor, and maintain the E-mail system
- Asset Tagging

2. Phones:

- Program and maintain the voice mail system
- Add, change, and maintain the phone system
- Maintain the internal paging system

3. Miscellaneous:

- Program and troubleshoot the postage machine
- Troubleshoot the fax machine
- Troubleshoot the copy machine
- Install speakers and stereo systems

QUALIFICATIONS:

- 3-5 years of working knowledge of computer and phone systems
- Knowledge of windows NT a plus
- Working knowledge of MS Office applications
- Excellent problem solving skills
- Developed telephone skills
- Proven ability to solve problems
- Must be able to lift 50 lbs
- Superior customer service skills
- Proven ability to communicate technical information effectively in individuals with varying degrees of computer competency

JOB TITLE:

Jr Volunteer

SUPERVISOR:

Customer Service Manager / Pick of the Litter Supervisor

TIME COMMITMENT:

At least two hours a week for a minimum of six months.

DUTIES:

TLC Volunteer with Cats (13-15 year-olds, MUST volunteer with parent) -This is a unique opportunity for you and your parent to volunteer together and help the cats at PHS/SPCA. Parent/Child TLC Volunteers enjoy a great deal of physical contact with cats up for adoption. The main duty of the TLC Volunteer is to make sure the cats are well cared for and comfortable.

TLC Volunteer with Dogs & Cats (16-17 year-olds) - The goal of the TLC program is to provide comfort, companionship and socialization to all animals at PHS/SPCA. Junior TLC Volunteers enjoy a great deal of physical contact with dogs and cats up for adoption. The main duty of the TLC Volunteer is to make sure the animals are well cared for and comfortable.

Pick of the Litter (15-17 year-olds) - Students will restock shelves and assist customers and donors. You will work with the staff and other volunteers to keep the store attractive. Student volunteers are mentored by retired volunteers who share information about their varied and interesting careers.

TRAINING:

Completion of Volunteer Orientation. Successful completion of departmental training and on-the-job training.

QUALIFICATIONS:

Must possess excellent written and oral communication skills; enjoy working with a wide variety of people; have good organizational skills; be able to work independently and in a team environment; have a knowledge or interest in animal welfare issues.

Completed volunteer hours can be applied toward community service requirements.

EMOTIONAL CONSIDERATIONS:

Volunteering at an animal shelter can be fast paced, emotional and very rewarding. The duties you perform will directly benefit the animals. However, there is not direct contact with these animals. But, the work you do is meaningful and very much needed.

POSITION TITLE:

Kitten Nursery Volunteer (seasonal).

SUPERVISOR:

Assistant Manager, Veterinary Services.

GOAL OF POSITION:

To care for kittens that are potentially able to survive without their mother as their food source. They may not have been exposed to eating on their own, but will be old enough to be weaned if fed a high density wet food regularly.

TIME COMMITMENT:

Volunteers must commit to at least one weekly shift for the duration of the nursery "season" and vacation or time off is not available during the "season". Shifts are available seven days per week.

Morning:	8-10am
Mid-Day:	1-3pm
Evening:	6-8pm

DUTIES:

Volunteers will feed kittens three times daily by hand with a syringe. Depending on how many kittens are in each litter, this may take between 2-3 hours per shift. You will remove kittens from their cages, place in designated boxes, and the cages are then to be thoroughly cleaned. New bedding, fresh water, and a new litter box are to be placed in the cage. Feeding is to be done one kitten at a time with a pre-prescribed mixture of food. You will mix the food freshly for each shift. Throughout the feeding, you are to note any health issues that arise on a sheet located in a packet on each cage. Additional duties are to sweep or mop the floor, take out the trash, do laundry and may include bathing kittens and administering medications.

TRAINING:

Completion of Kitten Nursery Orientation and on-the-job training provided by the Veterinary staff.

QUALIFICATIONS:

Good communication is required along with the ability to follow directions and work independently. Must be able to lift 25lbs.

EMOTIONAL CONSIDERATIONS:

It is very easy to become attached to the kittens you care for, and you may not agree with all aspects of their care. The staff is happy to discuss any reservations, but you must follow protocol including transitioning to home foster care of certain litters along with the adoption of any of the kittens in the nursery.

JOB TITLE:

Facilities Maintenance Assistant

SUPERVISOR:

Facilities Manager

GOAL OF POSITION:

To perform all duties to maintain the shelter's buildings, grounds, cages, kennel and all equipment in good, functional and safe repair. To construct or install major projects pertaining to buildings, plumbing and electrical, etc.

TIME COMMITMENT:

Three hours per week for a one year commitment.

DUTIES:

- Maintain PHS/SPCA's buildings and grounds in good, functional and safe condition.
- Assist Facilities Department in performing necessary carpentry, plumbing, electrical, painting and masonry repairs.
- Maintain/Repair/Install/Construct: cages, equipment, motors or other assigned tasks.
- Assist Facilities Department in determining the best cost effective way to maintain, install or construct shelter projects.
- Maintain a safe environment for all PHS/SPCA visitors, staff, volunteers and animals.
- Other duties as assigned.

TRAINING:

Completion of Volunteer Orientation. Additional training and instructions will be provided by the Facilities Department.

QUALIFICATIONS:

Basic handy skills and knowledge with the ability to work using good common sense. Good oral and written communication skills. Comprehensive knowledge of power and hand tools. Ability to lift 50lbs. **Must be at least 18 years of age.**

JOB TITLE:

Mobile Adoption Counselor

SUPERVISOR:

Mobile Adoptions Coordinator

GOAL OF POSITION:

The purpose of the mobile adoption program is to promote successful, lifetime adoptions for our adoptable animals offsite.

TIME COMMITMENT:

Three to four hours on Saturday with some special events on weekdays and Sundays.

DUTIES:

Mobile Adoption Volunteers work very hard placing companion animals into permanent, loving and responsible homes. Duties may include carefully reviewing adoption applications, showing animals to potential adopters, assisting the public in selecting a companion animal and counseling potential adopters on expectations, animal behavior, needs, etc., and educating the public on responsible pet guardianship. In addition, Mobile Adoptions Volunteers do a combination of outreach, humane education and answer questions about PHS/SPCA's surrender and adoption policies.

TRAINING:

Completion of Volunteer Orientation. Mobile Adoption Volunteers are also required to complete an animal handling class as well as on-the-job training sessions with experienced Mobile Adoption Counselors.

QUALIFICATIONS:

Must have the ability to work well with both people and animals; strong interpersonal and communication skills; a strong desire to learn as much as possible about the emotional and physical needs of a wide variety of animals; a willingness to educate; and good physical agility & strength. Must be willing to drive their preselected animals and the Mobile Adoption Coordinator at the events.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

Due to your efforts, many animals will be adopted into appropriate and loving homes. However, no matter how well you do your job, homes will not be found for all the animals you'll be working with. You must be able to accept the fact that sometimes the best thing you can do for an animal is not to approve a particular application. Your criteria cannot be, "if I don't adopt out this animal, it will be euthanized." Our primary goal is to place animals with *suitable* guardians.

JOB TITLE:

Outreach Volunteer

SUPERVISOR:

Outreach Coordinator

GOAL OF POSITION:

To promote PHS/SPCA and its programs and educate public.

TIME COMMITMENT:

Varies, a couple of hours a month, usually weekends.

DUTIES:

Positively and accurately represent PHS/SPCA at community fairs, festivals and events. Work at microchip clinics, free vaccination clinics and other special events. Deliver publications to locations in San Mateo County.

TRAINING:

Complete of Volunteer Orientation, meet with Outreach Coordinator and shadow veteran outreach volunteers.

QUALIFICATIONS:

Able to interact with the public with an upbeat and positive attitude. Able to deal with some members of the public who may not agree with PHS/SPCA policies in a polite manner.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

Members of the public might share emotional stories. Free vaccination clinics can be emotional as they take place in low-income areas.

JOB TITLE:

Pet Assisted Therapy Volunteer – Paws for Tales

GOAL OF POSITION:

To assist PHS/SPCA's Behavior Consultants during consultations.

SUPERVISOR:

Volunteer Services Manager

TIME COMMITMENT:

Two to four hours per month for a one year commitment. Daytime, evening and weekend shifts available.

DUTIES:

Studies show that animals are good for our health. They lower our blood pressure, reduce stress and help us live longer. Volunteers and their pets in this program visit facilities such as hospitals, adult daycare, skilled nursing and long-term care homes. They also visit local libraries with our reading to dogs program, Paws for Tales.

TRAINING:

Volunteers and their dogs must attend our Canine Good Citizen Class (CGC) and pass the final evaluation along with a temperament evaluation and obtain a health certificate from their veterinarian to participate in this program. The CGC training class is offered several times a year by our Behavior Department. Volunteer with cats must pass a temperament evaluation and obtain a health certificate.

QUALIFICATIONS:

Must have excellent communication skills and feel comfortable working with patients, children and at-risk population. You must be able to exercise patience and compassion when dealing with all clients. Volunteers must be willing to work independently and along with their animals, be very comfortable with strangers, strange noises and objects such as wheel chairs, walkers, etc. **Must be at least 18 years of age or a Jr Volunteer (13-17 with a parent)**

JOB TITLE:

Publication Distribution Volunteer

SUPERVISOR:

Outreach Coordinator

GOAL OF POSITION:

Help promote the goals and objectives of PHS/SPCA by distributing shelter publications throughout the community.

TIME COMMITMENT:

Approximately two to six hours every other month for a minimum of one year. Schedule is flexible, but must fall within the business hours of the service location centers (libraries, pet supply stores, veterinary clinics, community centers, etc.).

DUTIES:

Build and maintain relationships with contact people at service location centers throughout the community; deliver *Pawprint* and other PHS/SPCA materials to service location centers; monitor supply of publication materials.

TRAINING:

Completion of Volunteer Orientation. Training will be provided on the job.

QUALIFICATIONS:

Must have an outgoing personality and enjoy working with the public; be able to offer courteous, helpful and knowledgeable information regarding PHS/SPCA; possess a valid California driver's license as well as have a clean driving record and be able to provide your own vehicle. **Must be at least 18 years of age.**

Small Animal Companion Volunteer

SUPERVISOR:

Small Animal Companion Lead Volunteer or Volunteer Services Manager

TIME COMMITMENT:

At least two hours a week for a minimum of one year.
Monday – Sunday 10:00 am – 7:00 pm.

DUTIES:

Small Animal Companion Volunteers provide companionship, exercise and socialization to the rats, rabbits and guinea pigs up for adoption.

TRAINING:

Completion of Volunteer Orientation. Successful completion of rabbit handling session as well as on-the-job training.

QUALIFICATIONS:

Must have the desire to work with rats, rabbits and guinea pigs and be interested in learning about their special needs. Small Animal Companion Volunteers must also be able to work independently. **Must be at least 18 years of age.**

EMOTIONAL CONSIDERATIONS:

The animals you work with may be chosen for euthanasia; therefore you must be able to focus on what you can do to make their time at the shelter as comfortable and loving as possible.

JOB TITLE:

Spay & Neuter Clinic Volunteer (Reception Area)

GOAL OF POSITION:

Provide assistance to the Spay and Neuter Clinic Receptionist and the public.

SUPERVISOR:

Spay & Neuter Clinic Office Supervisor

TIME COMMITMENT:

At least three hours a week for a minimum of one year.
Monday-Friday: 8:00am-6:00pm

DUTIES:

You will be scheduling appointments for spay and neuter procedures; helping to educate people on pre and post-surgical care for their animals; admitting and discharging animals to their guardians; assisting with the phone and paperwork of the clinic; filing shot clinic records and completing vaccination reminder cards.

TRAINING:

Completion of Volunteer Orientation. Additional training will be provided by clinic staff.

QUALIFICATIONS:

Must enjoy working with animals and with the public; have good phone and interpersonal skills; be patient, courteous and willing to help in all areas of the clinic as needed; must have legible handwriting. **Must be at least 18 years of age.**

JOB TITLE:

Spay & Neuter Clinic Volunteer (Surgery Area)

SUPERVISOR:

Spay & Neuter Clinic Manager

GOAL OF POSITION:

Provide assistance to the veterinarians, technicians and animal patients in the clinic.

TIME COMMITMENT:

At least three hours a week for a minimum of one year.
Monday-Friday: 8:00am-6:00pm

DUTIES:

As a Spay & Neuter Clinic Volunteer, you will be transporting animals to surgery and back to their kennels/cages; helping to prep animals for surgery; observing animals as they emerge from anesthesia; preparing injections; folding and wrapping surgical gowns and drapes; cleaning and sterilizing surgical area, instruments and equipment; cleaning animals kennels/cages; helping discharge animals back to their guardians; cleaning and folding laundry; providing people with post-surgical care information.

TRAINING:

Completion of Volunteer Orientation. Additional training will be provided by the clinic staff. Specific training in the surgery area will be provided by the Veterinary Technicians and/or Veterinary Assistants on duty.

QUALIFICATIONS:

Must feel comfortable in a hospital setting. The surgery process should be something that greatly interests you and does not make you squeamish. Ideal candidates should have good physical agility and strength and must be able to follow exact instructions.
Must be at least 18 years of age.

JOB TITLE:

Special Events Adoption Volunteer

SUPERVISOR:

Customer Service Coordinator

GOAL OF POSITION:

To promote PHS/SPCA animals at our special events. While the animals brought to the events may or may not be adopted as a result of their presence at the event, the main purpose is to raise public awareness of PHS/SPCA and our animals.

TIME COMMITMENT:

There are four to six special events each year that will benefit from the presence of adoptable animals. Each event requires a three to four hour commitment.

DUTIES:

Events Adoption Volunteers will handle and transport adoptable animals to various special events, and represent PHS/SPCA in a positive and informative manner. Volunteers will pick up the animals from the shelter, drive them to the event, and return them back to the shelter after the event is over. Duties may also involve reviewing and processing adoptions, and educating the public on various pet ownership matters.

TRAINING:

Completion of Volunteer Orientation, TLC and animal handling with our Behavior Department, and adoption procedures and policies with Customer Service.

QUALIFICATIONS:

Able to work well with people and animals, with strong interpersonal and communication skills. Positive and enthusiastic, willing and able to tactfully educate the public. Must have access to a vehicle in which they can transport adoptable animals. Because this position requires extensive training, we prefer volunteers who are able to commit on a long-term basis.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

Sometimes animals will be adopted into loving homes through these special events, but many will return to the shelter afterwards. Special care must be taken to find suitable homes for our shelter animals, even if that means a prolonged stay at PHS/SPCA.

JOB TITLE:

TLC Volunteer

SUPERVISOR:

Behavior Manager or Behavior Assistant

GOAL OF POSITION:

Provide comfort, companionship and socialization to all animals at PHS/SPCA.

TIME COMMITMENT:

At least three hours a week for a minimum of one year.
Monday-Sunday: 10:00am-7:00pm

DUTIES:

TLC Volunteers enjoy a great deal of physical contact with animals. The main duty of the TLC Volunteer is to make sure the animals are well cared for and comfortable. Basic duties include: exercising animals; cleaning cages and kennels, washing dishes and doing laundry for the animals, hands-on socialization to build confidence for some animals, minor grooming, assisting with puppy evaluations, assisting with feeding and watering, providing toys and fresh blankets for all animals, and completing volunteer visit/behavior cards.

TRAINING:

Completion of Volunteer Orientation. Completion of animal handling classes and on-the-job training (TLC training: one safety session and behavior session along with being shadowed by the Behavior Department).

QUALIFICATIONS:

Must have good physical strength and the ability to handle animals that are shy or rambunctious. TLC Volunteers must also be able to follow exact instructions and work independently. **Must be at least 18 years of age.**

EMOTIONAL CONSIDERATIONS:

The animals you work with may be chosen for euthanasia; therefore you must be able to focus on what you can do to make their time at the shelter as comfortable and loving as possible. You must also be willing to come to terms with euthanasia at a deeper level and show consideration to the shelter staff who are directly involved in euthanasia.

JOB TITLE:

Pick of the Litter Volunteer (PHS/SPCA Thrift Shop located at 1127 Chula Vista Avenue in Burlingame)

SUPERVISOR:

Assistant Manager, Pick of the Litter

GOAL OF POSITION:

Provide assistance with sales, customer service, sorting, pricing, merchandising and cashiering.

TIME COMMITMENT:

At least four hours a week for a minimum of one year.

Monday to Saturday: 11:00am-6:00pm

Sunday: Noon - 4:00pm

DUTIES:

Volunteers restock shelves and assist customers and accept incoming donations. They work with staff and other volunteers to keep the store attractive. Retired retail workers, artists, craftsmen and marketing volunteers help make the store successful in its mission to financially support programs and services at PHS/SPCA. This is a good position for a volunteer that loves animals, but may not be comfortable working with animals.

TRAINING:

Completion of Volunteer Orientation. Additional training will be provided by the store's staff and volunteers.

QUALIFICATIONS:

Volunteers at our off site resale store work in a usually fast paced environment and are independent, creative folk.

Must be at least 16 years of age.

JOB TITLE:

Vaccination Clinic Volunteer

SUPERVISOR:

Veterinary Services Manager / Director of Animal Care

GOAL OF POSITION:

Assist PHS/SPCA veterinarians, staff, the public, and their animals at the vaccination clinic.

TIME COMMITMENT:

The first Wednesday of each month from 5:30-8:30pm for a minimum of one year.

DUTIES:

Vaccination Clinic Volunteers help set-up and break down clinics; educate the public about pet responsibility and the importance of spaying and neutering; handle cash transactions, assist in filling syringes; handle cash transactions; hold animals while they receive their inoculations.

TRAINING:

Completion of Volunteer Orientation. All additional training will be conducted during the vaccination clinics.

QUALIFICATIONS:

Must be courteous and have good interpersonal skills when working with the public; able to work with animals that are under stress; comfortable handling cash transactions; able to set-up and break down tables, chairs, etc. **Must be at least 18 years of age.**

JOB TITLE:

Veterinary Clinic Volunteer

SUPERVISOR:

Shelter Manager

GOAL OF POSITION:

To aid the PHS/SPCA veterinary staff in providing the very best possible health care for all animals at PHS/SPCA.

TIME COMMITMENT:

At least four hours a week for a minimum of one year.
Monday-Sunday: 7:00am – 7:00pm

DUTIES:

As a Veterinary Clinic Volunteer, you will receive a great deal of exposure to sick and injured animals. You must be willing to give TLC to sick and injured animals; groom and bathe animals in the recovery room; clean and feed animals in the recovery room; prepare extra feedings for underfed or recovering animals; bring animals to the veterinary clinic for treatment; assist with treatments; exercise animals in the recovery room; maintain the veterinary clinic in a clean and sterilized condition.

TRAINING:

Completion of Volunteer Orientation. Completion of animal handling class and other training provided by vet staff.

QUALIFICATIONS:

People with a medical background or who have an interest in the field are preferred; must be comfortable in a hospital setting; must have good physical agility and endurance as you will be involved with very intense animal handling.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

A majority of the animals you will be dealing with are strays. The goal of the department is to stabilize the animal and make it as comfortable as possible in the hopes that someone will claim him/her. You may form strong attachments to the animals under your care -- many of them are claimed by their guardians, many go up for adoption, and many get euthanized at the end of their holding period. You must be able to focus on what you can do to make their time at the shelter as comfortable and loving as possible.

JOB TITLE:***Website Volunteer:***

- A. Photographer and Bio Writer
- B. Website Editor

SUPERVISOR:

Outreach Coordinator

GOAL OF POSITION:

To update the adoptable animal pages on the PHS/SPCA website on a weekly basis

TIME COMMITMENT:

A few hours each week. Photos and bios must be emailed within 24 hours of taking the photos. Website Editors must format and upload the photos and bios within 24 hours.

DUTIES:

Volunteers maintain the website by taking photos and writing bios of new adoptable animals or updating the website pages with new animal photos/bios and removing adopted animals.

TRAINING:

All volunteers, whether working from home or at the shelter, should attend a new volunteer orientation. Photographers must complete TLC training for dogs or cats and a one-on-one with a behavior specialist. Lastly, volunteers meet with Outreach Coordinator and shadow veteran outreach volunteers.

QUALIFICATIONS:

Photographers/Bio Writers: Must have digital camera, editing software, like Adobe Photoshop and access to email.

Website Editors: Must have access to email, a basic knowledge of HTML code and a simple text editing program, like Notepad or Dreamweaver.

Must be at least 18 years of age.

EMOTIONAL CONSIDERATIONS:

Occasionally one of the adoptable animals from the website is removed because they become too sick or have an untreatable behavior issue and they are euthanized. This happens only when all options have been exhausted.

JOB TITLE:

*Wildlife Volunteer
San Mateo Campus
Palo Alto Campus*

SUPERVISOR:

Wildlife Supervisor and Wildlife Technician

GOAL OF POSITION:

Provide the best possible care and rehabilitation for all wild animals sheltered at PHS/SPCA.

TIME COMMITMENT:

At least three hours a week for a minimum of one year.
Monday-Sunday: 9:00am-7:00pm (with extended hours in the spring and summer)

DUTIES:

Wildlife Volunteers have a rare and unique opportunity to work directly with and handle a variety of wild and exotic animals. Job duties vary, depending on the number and variety of wildlife housed at PHS/SPCA. Basic duties include: cleaning cages, washing dishes and doing laundry for the animals, general housekeeping, handling incoming phone calls and paperwork, feeding animals, handling and working with animals (under direct supervision), assisting with wildlife-related emergencies (oil spills, etc.), and releasing successfully rehabilitated animals.

TRAINING:

Completion of Volunteer Orientation. On-the-job training is provided by the Wildlife staff.

QUALIFICATIONS:

Must have a keen interest in getting to know and handle a wide variety of wild animals; good physical stamina; the ability to follow exact instructions and work independently; must not be squeamish about preparing meals which may include live grub worms and dead mice. **Must be at least 18 years of age.**

EMOTIONAL CONSIDERATIONS:

You will be responsible for saving many lives, but no matter how well you do your job, many of the animals will simply not make it. You must be able to concentrate on what you can do, and not what you can't. You must clearly understand that you will have done your job well when a wild animal remains wild, as their very lives depend on it. This is not a department to come into if you want to *play* with animals. The department operates on the three R's -- Rescue, Rehabilitate and Release. Animals that are too sick or injured to be rehabilitated will be euthanized.