



VOORHEES ANIMAL ORPHANAGE

VOLUNTEER Job Description

POSITION TITLE: VAO Volunteer
DEPARTMENT: Canine/Feline/Support

Summary:

Under supervision of the Executive Director, in accordance with the Volunteer Handbook, and through the oversight of associated committees, volunteers are responsible for animal care and socialization, facility maintenance/cleaning/laundry, advocacy for the shelter's mission, and assistance in support of fundraising, community outreach, and shelter operations.

Essential Duties and Functions: *(may include but are not limited to)*

Animal Care

- Provide adequate food and water to shelter animals;
- Walk dogs and socialize cats;
- Monitor animals and report health or behavior issues to shelter staff;
- Participate in stress and disease reduction through purposeful and compassionate handling of animals;
- Perform animal bathing and basic grooming.

People Care:

- Cultivate positive client, volunteer, and staff relationships through professional and courteous behavior;
- Provide quality customer service while actively promoting our mission, services, programs, and events;
- Promote donation and giving opportunities as appropriate;
- Work cooperatively with other volunteers and staff members.

Facility Care

- Follow disease control protocols as established by staff members;
- Operate laundry equipment, follow dishwashing protocols;
- Restock cleaning areas with supplies and equipment;
- Report equipment or supply needs to a staff member;
- Maintain work and general areas in an organized manner.

Mission Support:

- If desired, participate in volunteer committees for events, orientation, fundraising, etc.;
- Assist volunteer committees by providing support for the events and activities they manage.

Safety:

- Ensure a safe work environment, following all safety guidelines and modeling safe work practices;
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

Physical Requirements and Work Environment:

- Work is performed in a kennel/shelter setting, outdoors in enclosed exercise yards, and both indoors and outdoors at a variety of off-site promotional events;
- Frequent bending, reaching, walking, sitting, and standing while performing job functions;
- Exposure to disinfectant solutions when cleaning;
- Exposure to various weather conditions when working outdoors;
- Possibility of animal bites and scratches while handling animals of questionable temperament;
- Occasional lifting of up to 50 pounds with reasonable accommodations;
- Consistently exposed to animals and animal allergens under conditions with limited alterations available.

Reporting Relationships and Contacts:

- Reports to Executive Director and/or appropriate volunteer committee chairs;
- Works in conjunction with department managers and shelter employees, including and supporting operations as a primary concern;
- Maintain at all times a professional, courteous, and helpful demeanor when dealing with shelter employees, potential adopters, supporters, and other volunteers.

Qualifications (Required):

- A strong and selfless work ethic;
- A positive and optimistic attitude;
- An authentic desire to better the lives of animals;
- Reliable, dependable, and punctual participation.

Knowledge, Skills, and Abilities:

- Commitment to the mission, values, goals, and success of **VOORHEES ANIMAL ORPHANAGE**;
- Team player, able to multi-task in a fast-paced work environment;
- Compassion for animals, comfortable working in a shelter environment.

This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. **VOORHEES ANIMAL ORPHANAGE** volunteers serve at the will of the agency.