



# **Volunteer Job Descriptions**

Updated Saturday, July 10, 2021

**STRAY HAVEN HUMANE SOCIETY & SPCA**  
**ORGANIZATIONAL CHART – VOLUNTEER BRANCH**

**BOARD OF DIRECTORS**

**PARTNERSHIPS: VETERINARIAN OF RECORD, SHELTER OUTREACH SERVICES, DOG CONTROL OFFICERS,  
HUMANE INVESTIGATORS OF LOCAL LAW ENFORCEMENT AGENCIES**

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**EXECUTIVE DIRECTOR**

**VOLUNTEER COORDINATOR (T4)**

**VOLUNTEER FACILITATORS (T3)**

**VOLUNTEER MENTORS (T2)**

**VOLUNTEER MENTEES (T1)**

**\*IN MOST CASES MENTEES WILL HAVE LIMITED INTERACTIONS WITH THE ANIMALS. WORKING WITH ANIMALS IS A LIABILITY AND REQUIRES AN EARNED TRUST. MENTORS WILL HAVE HEAVILY SUPERVISED AND DIRECTED INTERACTION WITH THE ANIMALS. BLUE FACILITATORS WILL HAVE DEMONSTRATED THEIR CAPABILITY TO WORK CLOSELY UNDER LIMITED SUPERVISION WITH THE ANIMALS. THE TIME PERIOD SPENT IN EACH STAGE WILL VARY DRASTICALLY FROM PERSON TO PERSON BASED ON THEIR PRIOR EXPERIENCE AND DEMONSTRATION OF PROGRESS THROUGHOUT OUR PROGRAM.**

## **VOLUNTEER DRESS CODE:**

- NO DANGLING JEWELRY/BADGES
- CLOSED TOE SHOES
- THICK PANTS
- T-SHIRT, TANK TOP, SCRUB TOP

## **11 AND UNDER**

- CONSIDER READING TO AN ANIMAL OR PLAYING A CARD GAME IN THE CAT ROOM AS A FAMILY. CHILDREN UNDER 12 ARE NOT ALLOWED TO FORMALLY VOLUNTEER, BUT CAN HELP DESENSITIZE OUR ANIMALS TO THE SOUNDS AND MOVEMENTS OF A FAMILY.

## **12YRS - 13YRS**

- PLEASE REVIEW THE "PRE-TEEN" JOB DESCRIPTION
- VOLUNTEERS UNDER 18 MUST BE ACCOMPANIED BY A PARENT/GUARDIAN
- PRE-TEEN VOLUNTEERS ARE NOT ALLOWED TO HANDLE THE ANIMALS

## **14YRS - 15YRS**

- PLEASE REVIEW THE "JUNIOR TEEN" JOB DESCRIPTION
- VOLUNTEERS UNDER 18 MUST BE ACCOMPANIED BY A PARENT/GUARDIAN
- JUNIOR TEEN VOLUNTEERS ARE ALLOWED TO HANDLE THE ANIMALS WITH STAFF SUPERVISION

## **16YRS - 17YRS**

- PLEASE REVIEW THE "TEEN" JOB DESCRIPTION
- VOLUNTEERS UNDER 18 MUST BE ACCOMPANIED BY A PARENT/GUARDIAN
- TEEN VOLUNTEERS ARE ALLOWED TO HANDLE THE ANIMALS WITH STAFF SUPERVISION

## **18YRS +**

- PLEASE REVIEW THE JOB DESCRIPTION AND CHOOSE ONE OR MORE THAT INTEREST YOU.

## **IMPORTANT DATES/TIMES INFORMATION:**

**ALL VOLUNTEERS MUST ATTEND AN ORIENTATION EITHER  
THE FIRST WEDNESDAY OF THE MONTH AT 5PM  
OR THE THIRD SATURDAY AT 10AM.**

**TRAINING WITH BRIAN/COLE IN CATS/DOGS: TUESDAY & WEDNESDAY 8AM-11AM**

**SHIFTS ARE: 8AM-11AM, 11AM-2PM, 2PM-5PM**

**TRAINING WITH VETERINARY TECHNICIAN IN SURGICAL:  
DAY OF, ON-SITE**

**SHIFTS ARE: 8AM - 1PM AND 1PM - 6PM**

**TRAINING WITH DONNA IN PUBLIC RELATIONS:  
FLEXIBLE AND POTENTIALLY VIRTUAL DEPENDING ON THE JOB AND MUTUAL  
AVAILABILITY.**

**TRAINING WITH KALA IN OFFICE/TEEN (WITH GUARDIAN): FRIDAY & SATURDAY  
8AM-11AM**

**SHIFTS ARE: 8AM-11AM, 11AM-2PM, 2PM-5PM**

**Title:** Volunteer & Foster Coordinator

**Volunteer Level:** Tier 4

**Direct Reports to:** Executive Director

*Overseen by Outreach Committee and Governance Committee*

**Position Summary:** To recruit, train, and manage volunteers to assist in the needs of the organization.

**Essential Duties:**

- Assist in administrative duties, such as returning telephone calls, email and mail inquiries regarding volunteering for Stray Haven, review all incoming applications, and maintain a current volunteer contact list.
- Plan, promote, and lead on-site new volunteer orientations twice a month. Coordinate and lead small group training sessions as needed for volunteers.
- Ensure the volunteers and fosters are aware of expectations and provided training to complete their tasks
- Ensure proper recording and reporting of volunteer hours.
- Maintain an up-to-date volunteer handbook and FAQs.
- Coordinate with the Supervisors and/or Executive Director regarding needed volunteer areas/shifts, upcoming events, and new volunteer start dates.
- Provide planning, training, and management of volunteers.
- Assist in keeping appropriate SOPs up-to-date and readily available for volunteers.
- Operate as a point of contact for volunteers' issues/questions.
- Maintain, engage, and demonstrate appreciation for volunteers; i.e. Annual Volunteer Appreciation Party.
- Manage the volunteer recruitment and schedule to fill all shifts and other needs.
- Work to develop good rapport between volunteers and staff; keeping all interactions positive and respectful with staff demonstrating appreciation for our volunteers.
- Proactively build relationships within the community to recruit volunteers - businesses, retirement centers, youth and veteran associations, etc.

**Qualifications/Experience:**

Prerequisite Tier 3 Volunteer

Strong interpersonal skills. (Preferred prior customer service experience )

Highly organized and detail driven

Ability and initiative to work independently with minimal supervision and direction.

Ability to handle sensitive and confidential situations

Affection for animals, concern for their welfare, and a willingness to work hands on with animals.

# Foster Care Department



**Volunteer Title:** Cat Foster

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Cat Care Supervisor and Volunteer Coordinator

**Position Summary:**

Responsible for the daily care of a foster animal, including feeding, exercising, playtime, socialization, grooming, reinforcing basic obedience commands and, of course, providing patience, love and security. Stray Haven will provide all necessary medical care and our Foster Teams will provide full support throughout the foster period. Any additional expenses incurred by the foster parent may be tax-deductible. Must be willing to work with the pet to help them get ready for adoption. This may include housebreaking, basic training, socialization, etc. You may also need to transport the foster animal to scheduled medical appointments and/or adoption events and photoshoots as well as administer any required medications. Providing foster care will certainly be a rewarding experience as you are enabling the animal to go on to the greatest adventure – a place where he/she will be cherished and loved until a great forever home is found.

**Essential Duties:**

- Duties may change depending on the purpose of the placement
- Communicate growths and concerns to staff weekly
- Transport animal to and from shelter for vaccinations, welfare checks, and veterinarian appointments
- Provide quality food, nourishment, and water
- Provide quality shelter/home environment
- Provide exercise and enrichment

**Qualifications/Experience:**

Prerequisite Volunteer Orientation & Foster interview with Cat Supervisor

Must be 18 years of age or older.

Must be willing to communicate frequently with Stray Haven Staff.

To be a successful foster parent, you will need a compassionate nature, flexibility, willingness to follow instructions and interest and/or knowledge of animal behavior. Frequent email updates are required, and responsiveness to our team is critical to the success of our foster program. Reliable computer, internet service and transportation. Cat/kitten fosters are indoor only.

**Volunteer Title:** Dog Foster

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Dog Care Supervisor and Volunteer Coordinator

**Position Summary:**

Responsible for the daily care of a foster animal, including feeding, exercising, playtime, socialization, grooming, reinforcing basic obedience commands and, of course, providing patience, love and security. Stray Haven will provide all necessary medical care and our Foster Teams will provide full support throughout the foster period. Any additional expenses incurred by the foster parent may be tax-deductible. Must be willing to work with the pet to help them get ready for adoption. This may include housebreaking, basic training, socialization, etc. You may also need to transport the foster animal to scheduled medical appointments and/or adoption events and photoshoots as well as administer any required medications. Providing foster care will certainly be a rewarding experience as you are enabling the animal to go on to the greatest adventure – a place where he/she will be cherished and loved until a great forever home is found.

**Essential Duties:**

- Duties may change depending on the purpose of the placement
- Communicate growths and concerns to staff weekly
- Transport animal to and from shelter for vaccinations, welfare checks, and veterinarian appointments
- Provide quality food, nourishment, and water
- Provide quality shelter/home environment
- Provide exercise and enrichment

**Qualifications/Experience:**

Prerequisite Volunteer Orientation & Foster interview with Dog Supervisor

Must be 18 years of age or older.

Must be willing to communicate frequently with Stray Haven Staff.

To be a successful foster parent, you will need a compassionate nature, flexibility, willingness to follow instructions and interest and/or knowledge of animal behavior. Frequent email updates are required, and responsiveness to our team is critical to the success of our foster program. Reliable computer, internet service and transportation. A fenced yard is preferred, but not necessary for dog foster parents.

# Cat Care Department



**Title:** Cat Care Volunteer (Housekeeping, Enrichment & Socialization)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Cat Care Supervisor and Cat Care Facilitator

**Position Summary:**

To provide light assistance to cat care staff while primarily working to enrich, exercise, and socialize our cats.

**Essential Duties:**

- Quietly wait for cats to approach with staff supervision
- Engage inquisitive cats with petting with staff supervision
- Engage inquisitive cats with toy play with staff supervision
- Wash dishes
- Fold laundry
- Sweep

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older, or accompanied by a parent/guardian.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Cat Care Volunteer (Enclosure Cleaning & Grooming)

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Cat Care Supervisor and Cat Care Facilitator

**Position Summary:**

To provide assistance to cat care staff.

**Essential Duties:**

- Change litter pans
- Sanitize litter pans
- Quietly wait for cats to approach without staff supervision
- Engage inquisitive cats with petting without staff supervision
- Engage inquisitive cats with toy play without staff supervision
- Feed
- Water
- Change newspaper
- Assess and change bedding
- Clean ears
- Trim nails
- Brush/comb coats
- Sweep
- Mop
- Take garbage out
- As well as any tier 1 duties

**Qualifications/Experience:**

Prerequisite: Tier 1 Cat Care Volunteer

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Cat Care Facilitator (Advanced/Independent)

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Cat Care Supervisor and Volunteer Coordinator

**Position Summary:**

To provide coverage and assistance identical to the cat care staff

**Essential Duties:**

- Write cat bios and assist in other cat care administrative duties at cat care supervisor's discretion
- Assist with cat behavioral and medical intake examinations at cat care supervisor's discretion
- As well as any tier 1 and 2 duties

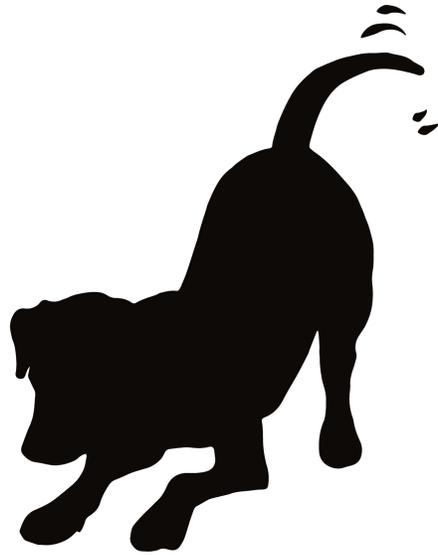
**Qualifications/Experience:**

Prerequisite: Tier 2 Cat Care Volunteer

Must be 18 years of age or older, or accompanied by a parent/guardian.

Must be willing to follow COVID-19 protocols.

# **Dog Care Department**



**Volunteer Title:** Dog Care Volunteer (Housekeeping, Dog Walking, Enrichment, & Socialization)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Dog Care Supervisor and Dog Care Facilitator

**Position Summary:**

To provide light assistance to dog care staff while primarily working to enrich, exercise, and socialize our dogs.

**Essential Duties:**

- Wash dishes
- Change laundry
- Fold laundry
- Water
- Clean dog yard
- Fill kongs
- Walk level 1 dogs with staff supervision
- Free play in yards with level 1 dogs with staff supervision
- Basic training of level 1 dogs with staff supervision

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older, or accompanied by a parent/guardian.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Dog Care Volunteer (Enclosure Cleaning & Grooming)

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Dog Care Supervisor and Dog Care Facilitator

**Position Summary:**

To provide assistance to dog care staff.

**Essential Duties:**

- Brush/comb coats with staff supervision
- Change bedding as needed
- Feed
- Remove feces from enclosures
- Walk level 1 and 2 dogs with staff supervision
- Free play in yards with level 1 and 2 dogs with staff supervision
- Basic training of level 1 and 2 dogs with staff supervision
- As well as any tier 1 duties

**Qualifications/Experience:**

Prerequisite: Tier 1 Dog Care Volunteer

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Dog Care Facilitator (Enclosure Cleaning & Grooming)

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Dog Care Supervisor and Volunteer Coordinator

**Position Summary:**

To provide assistance to dog care staff.

**Essential Duties:**

- Leave site with dogs
- Assist in behavior modification training of dogs at dog care supervisor's discretion
- Bathe/groom dogs
- Leave site with dogs for hikes/field trips at dog care supervisor's discretion
- Write dog bios and assist in other kennel administrative duties at dog care supervisor's discretion
- As well as any tier 1 and 2 duties

**Qualifications/Experience:**

Prerequisite: Tier 2 Dog Care Volunteer

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

**Office  
(Customer Service  
and Under 18  
Volunteers)  
Department**



**Volunteer Title:** Office Volunteer

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To provide assistance to our office staff.

**Essential Duties:**

- Greet customers
- Dust lobby/office area
- Wash windows in lobby/office area
- Sweep
- Inventory donated items
- Stock/rotate donated items
- Answer phone, professionally
- Assist with miscellaneous administrative tasks

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older.

Attire: Business Casual

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Pre-teen Volunteer (12-13yrs old with Parent/Guardian)

**Volunteer Level: Under 18**

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To provide assistance to our staff and socialization for our companion animals. This position is 25% assisting staff and 75% cat socializing.

\*\*Volunteers under 14 are NOT allowed to have direct contact with the animals. They may, however, read to the animals or play card games outside of the enclosures to allow the animals to become acclimated to the presence of people.

**Essential Duties:**

- Fold Newspapers
- Wash Dishes
- Sweep Floors
- Socialize Cats at the Cat Care Supervisor's Discretion

**Qualifications/Experience:**

Prerequisite Volunteer Orientation for pre-teen and guardian  
Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Junior Teen Volunteer (14-15yrs old with Parent/Guardian)

**Volunteer Level: Under 18**

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To provide assistance to our staff and socialization for our companion animals. This position is 50% assisting staff and 50% cat socializing.

**Essential Duties:**

- Fold Newspapers
- Wash Dishes
- Sweep Floors
- Dust Lobby
- Socialize Cats at the Cat Care Supervisor's Discretions

**Qualifications/Experience:**

Prerequisite Volunteer Orientation for junior teen and guardian  
Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Teen Volunteer (16-17yrs old with Parent/Guardian)

**Volunteer Level:** Under 18

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To provide assistance to our staff and socialization for our companion animals. This position is 75% assisting staff and 25% cat and dog socializing.

**Essential Duties:**

- Fold Newspapers
- Wash Dishes
- Sweep Floors
- Dust Lobby
- Wash windows
- Socialize Cats at the Cat Care Supervisor's Discretion
- Socialize Dogs at the Dog Care Supervisor's Discretion

**Qualifications/Experience:**

Prerequisite Volunteer Orientation for teen and guardian

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Group

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To provide large scale assistance to our staff.

**Three options:**

1. *Deep Cleaning Day - The group's volunteer date would be coordinated with a staff's deep cleaning project. For example, this might be a day where we deep clean and sanitize a storage room, an office, an outdoor area, etc.*
2. *Project/Event Day - The group's volunteer date would be coordinated with an event or large scale project. For example, this might include repairing and shampooing all the cat trees or decorating for an adoption event.*
3. *Separate, but together - The group's volunteers would disperse among the departments and complete a variety of tasks including, but not limited to filing, scooping the yards, washing dishes, sweeping, power washing, and laundry.*

**Essential Duties:**

- Dependent on the option chosen.

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be willing to follow COVID-19 protocols.

# **Surgical**

**(Intake, Documentation, Assistance,  
Recovery, and Discharge)**

# **Department**



**Volunteer Title:** Surgical Assistance and Recovery Volunteer Facilitator

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Volunteer Coordinator and Clinic Coordinator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To provide assistance to surgical staff, monitor the preparation and recovery of animals, train and assist in the evaluation of surgical recovery and clinic office volunteers,

**Essential Duties:**

- Collaboratively work on Surgery Protocols
- Collaboratively work on Surgical Assistance and Recovery Handbook
- Reinforce training provided by Shelter Outreach Services
- Supervise data input for ASM
- Supervise completion of and notations on surgery paperwork
- As well as any tier 1 or 2 duties

**Qualifications/Experience:**

Prerequisite Tier 2 Surgical Recovery Volunteer

Read the Surgical Assistance and Recovery Handbook

Must be willing to follow COVID-19 protocols.

Must be 18 years or older

Must demonstrate professionalism and management capabilities

Preferred experience as a Veterinary Technician

**Volunteer Title:** Surgical Recovery Volunteer

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** S.O.S. Staff and Surgical Facilitator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To provide assistance to surgical staff and monitor the preparation and recovery of animals.

**Essential Duties: (only upon having received training and approval to proceed from the LVT designated for training volunteers by S.O.S.)**

- Follow proper PPE guidelines
- Walk dogs and clean cages/ carriers as necessary
- Safely restrain both dogs and cats for exams and sedation
- Recover dogs and cats post surgery
- Clean cat ears and trim nails
- Clean surgical instruments

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Read the Surgical Assistance and Recovery Handbook

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Surgical Recovery Volunteer

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** S.O.S. Staff and Surgical Facilitator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To provide assistance to surgical staff and monitor the preparation and recovery of animals.

**Essential Duties: (only upon having received training and approval to proceed from the LVT designated for training volunteers by S.O.S.)**

- Follow proper PPE guidelines
- Assist with intake of animals in the morning
- Walk dogs and clean cages/carriers as necessary
- Safely restrain both dogs and cats for exams and sedation
- Recover dogs and cats post surgery
- Clean surgical instruments
- Perform end-of-day cleaning of operating room
- Assist with intaking and weighing cats and dogs
- Mentor new Surgical Recovery Volunteers

**Qualifications/Experience:**

Prerequisite Volunteer Orientation and Tier 1 Surgical Recovery Volunteer

Read the Surgical Assistance and Recovery Handbook

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Surgical Administration Volunteer (a.m.) (Check-in)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Clinic Coordinator and Surgical Facilitator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To review alteration agreement with owners upon drop off and assist in weigh-ins.

**Essential Duties:**

- Obtain signatures on necessary paperwork upon drop off
- Assist in weigh-ins upon intake

**Qualifications/Experience:**

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

Must be willing to use PPE for the duration of the shift.

Must be able to lift at least 35lbs.

**Volunteer Title:** Surgical Administration Volunteer (daytime) (Data input)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Clinic Coordinator and Surgical Facilitator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To review documents provided by the veterinarian for completion and input data into shelter software.

**Essential Duties:**

- Data entry

**Qualifications/Experience:**

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

Must be willing to use PPE for the duration of the shift.

Must be able to lift at least 35lbs.

**Volunteer Title:** Surgical Administration Volunteer (p.m.) (Check-out)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Clinic Coordinator and Surgical Facilitator

*Overseen by Executive Director, Volunteer Coordinator, LVT, and DVM*

**Position Summary:**

To notify owners when their animal is available for pick-up and review discharge paperwork upon pick-up.

**Essential Duties:**

- notify owners of their dogs' pick-up time
- Review necessary discharge paperwork
- Deliver cats and dogs to owners' vehicles upon arrival with veterinarians' approval

**Qualifications/Experience:**

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

Must be willing to use PPE for the duration of the shift.

Must be able to lift at least 35lbs.

# **Building, Maintenance, and Specialty Department**



**Volunteer Title:** Rabies Clinic Volunteer (Greeter)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To greet attendees, set up, break down, and assist with misc. needs throughout the clinic.

**Essential Duties:**

- Greet attendees
- Acquire signature on appropriate forms
- Notify attendees of process/procedure
- Direct traffic
- Set-up tables, tents, and necessary materials
- Break down and put away tables, tents, and necessary materials

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older, or accompanied by a parent/guardian.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Rabies Clinic Volunteer (Table Worker)

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To assist the veterinarian, veterinarian technician, and staff with misc. Needs throughout the clinic.

**Essential Duties:**

- Assist veterinarian, veterinarian technician, and staff with stocking materials
- Hold animals for injections

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older.

Must be willing to follow COVID-19 protocols.

**Volunteer Title:** Building & Grounds Volunteer (Weeding, Window Washing, etc.)

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To assist staff in conducting miscellaneous chores in and around the property.

**Essential Duties:**

- Weed sidewalk and misc. areas
- Wash exterior and interior of windows
- Sweep parking lot
- Weed garden beds
- Shovel & salt walkways
- Clean bathrooms

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older, or accompanied by a parent/guardian.

**Volunteer Title:** Building & Grounds Volunteer (Lawn Mowing, Deep Cleaning, etc.)

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Office Supervisor and Volunteer Coordinator

**Position Summary:**

To landscape, weed whack, mow, and assist in deep cleaning interior rooms, and other necessary duties as requested and agreed upon with the Shelter Manager.

**Essential Duties:**

- Weed whack
- Push Mow
- Deep clean interior rooms as requested by staff
- Landscaping
- Powerwash areas at Shelter Manager's discretion
- As well as any tier 1 duties

**Qualifications/Experience:**

Prerequisite: Tier 1 Building & Grounds Volunteer

Must be 18 years of age or older.

# Public Relations Department



**Volunteer Title:** Volunteer Public Relations Facilitator

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Office Supervisor & Volunteer Coordinator

**Position Summary:**

To promote Stray Haven, it's animals, mission, and activity positively online.

**Essential Duties:**

- Oversees and trains follow up call volunteers
- Provides insight on events
- Oversees and trains social media volunteers
- Ability to perform follow-up calls, manage social media, and provide insight on event planning in the absence of training volunteers

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Have an existing Facebook account

Have an existing Instagram account

Ability to navigate social media platforms

Possess excellent written and verbal communication skills

Possess excellent management and interpersonal skills.

**Volunteer Title:** Social Media Volunteer

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Office Supervisor & Volunteer Public Relations Facilitator

**Position Summary:**

To promote Stray Haven, it's animals, mission, and activity positively online.

**Essential Duties:**

- Post to the Stray Haven Facebook page, respond to messages/comments
- Post to the Stray Haven Instagram page, respond to messages/comments
- Maintain email contact with Stray Haven's shelter manager regarding postings

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Have an existing Facebook account

Have an existing Instagram account

Ability to navigate social media platforms

Possess excellent written and verbal communication skills

**Volunteer Title:** Follow Up Call Volunteer

**Volunteer Level:** Tier 2

**Dual Direct Reports to:** Dog Care/Cat Care Supervisor (Dependent on the species) & Volunteer Public Relations Facilitator

**Position Summary:**

To maintain a positive relationship with adopters and document progress post-adoption.

**Essential Duties:**

- Communicate with adopters via phone/email to follow up on adopted pets
- Post adoption follow-up notes to Stray Haven's ASM software system
- Relay any concerns regarding the adopted pet to the shelter manager

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Ability to navigate Stray Haven's ASM software system

Excellent verbal, written, and people skills

Working knowledge of computers

Phone and internet accessibility

**Volunteer Title:** Events Planning Committee Volunteer

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Public Relations Facilitator  
*Overseen by the Outreach Committee*

**Position Summary:**

To create, plan, organize, and carry-out events on behalf of Stray Haven.

**Essential Duties:**

- Seek out potential events and sponsors
- Seek out volunteers to assist with the event
- Solicit donations of gift baskets/gift certificates to be auctioned at events
- Maintain email contact with Stray Haven's executive director and shelter manager regarding event details

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Excellent communication skills, both written and verbal

Previous fundraising/event planning experience

Connections in the community

Organizational skills

**Volunteer Title:** Pet Photographer Volunteer

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Dog Care/Cat Care Supervisor (Dependent on the species) and Volunteer Public Relations Facilitator

*Overseen by the Outreach Committee*

**Position Summary:**

To take photographs of our adoptable pets for use on our websites, social media, and promotional materials.

**Essential Duties:**

- Photograph adoptable, or soon to be adoptable pets

**Qualifications/Experience:**

Must be 18 years of age or older, or accompanied by a parent/guardian.

Prerequisite Volunteer Orientation

You must own a digital camera (an SLR camera is preferred) and have the ability to take nice, clear photos. Must have the technical ability to load and edit photos; reliable computer and internet service.

**Volunteer Title:** Event Photographer Volunteer

**Volunteer Level:** Tier 1

**Dual Direct Reports to:** Office Supervisor and Volunteer Public Relations Facilitator

*Overseen by the Outreach Committee*

**Position Summary:**

To take photographs of our programs and events for use on our websites, social media, and promotional materials.

**Essential Duties:**

- Photograph events and programs

**Qualifications/Experience:**

Prerequisite Volunteer Orientation

Must be 18 years of age or older, or accompanied by a parent/guardian.

You must own a digital camera (an SLR camera is preferred) and have the ability to take nice, clear photos. Must have the technical ability to load and edit photos; reliable computer and internet service.

# Executive Relations Department



**Volunteer Title:** Volunteer Tradesperson

(examples include, but are not limited to; groomers, technicians, electricians, plumbers)

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Executive Director and Volunteer Coordinator

**Position Summary:**

To assist in the completion of specialized tasks.

**Essential Duties:**

- Completes tasks as requested by the Executive Director

**Qualifications/Experience:**

Provides a resume demonstrating necessary skills and experience for specific task

Complete volunteer application

**Volunteer Title:** Transportation Volunteer

**Volunteer Level:** Tier 3

**Dual Direct Reports to:** Executive Director and Volunteer Coordinator

**Position Summary:**

Collects and transports animals, goods, or other donated items.

**Essential Duties:**

- Transport animals between shelters, or veterinary offices at the discretion of the executive director
- Transport goods, or other donated items at the discretion of the executive director

**Qualifications/Experience:**

Prerequisite Volunteer Application