



**THE HUMANE SOCIETY**  
OF THE UNITED STATES

## Intern Position Description

### National Volunteer Center Intern

*Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.*

<b>Internship Location</b>	700 Professional Drive, Gaithersburg, MD 20879
<b>Position Grade</b>	<b>3</b> ; background check includes Criminal Background and Social Security Number Verification
<b>Focus of the Internship</b>	The intern will learn about volunteer management best practices and gain experience supporting diverse volunteer programs and the organization's internship program.
<b>Learning Opportunities</b>	<ul style="list-style-type: none"><li>• Learn best practices in volunteer management and how to manage an internship program</li><li>• Strengthen interpersonal, organizational and communication skills</li><li>• Develop a structured mentor/mentee relationship</li><li>• Experience working with Convio (a content management system used by many large non-profit organizations)</li><li>• Foster an understanding of animal protection issues</li><li>• Develop or strengthen knowledge of The HSUS and its mission</li></ul>
<b>Orientation/Training</b>	<ul style="list-style-type: none"><li>• Intern will receive an intern handbook and have access to a handbook covering HSUS policies.</li><li>• Intern will complete an internal course designed to introduce the organization and our work.</li><li>• Intern will receive department-specific materials and on-site training specific to the role including extensive training on volunteer management.</li></ul>
<b>Intern Responsibilities</b>	<ul style="list-style-type: none"><li>• Support the organization's internship program: help plan and execute speaker presentations, handle intern Facebook group membership and create posts</li><li>• Screen volunteer applications and communicate with applicants</li><li>• Create/update and post ads on HSUS' website and on other sites</li><li>• Help create/update program paperwork such as position descriptions</li><li>• Assist with implementing best practices for volunteer programs</li><li>• Support transition to a new organization-wide volunteer and intern database: help with data migration and training users, provide ongoing support</li><li>• Attend and participate in the weekly National Volunteer Center (NVC) department meeting, monthly <i>Everyone Ready</i>® discussions on volunteer management, and educational events offered by The HSUS</li><li>• Regularly meet with supervisor for training and to discuss weekly learning goals and progress</li><li>• Complete a non-credit online Humane Society University course</li><li>• Under guidance of staff, spearhead at least one independent project that will culminate in a presentation to our department</li><li>• Review and post volunteer management-related materials from other organizations to include in the <a href="#">Animal Sheltering Online resource library</a></li></ul>

	<ul style="list-style-type: none"> <li>• Help plan for and participate in events such as the Martin Luther King Day of Service and National Volunteer Week: brainstorm ideas, help execute plans, support internal programs as needed</li> <li>• Attend meetings with staff interested in hosting interns/volunteers as needed</li> <li>• Table at events as needed</li> <li>• Input website updates as needed</li> <li>• Complete and submit Volunteer Lobbying Reporting form as requested by supervisor</li> </ul>
<b>Level of Difficulty</b> <b>1=easy/5=demanding</b> (physical, mental, emotional)	<ul style="list-style-type: none"> <li>• Physical difficulty is level 2; the work primarily occurs in an office setting except for attending occasional off-site events</li> <li>• Mental difficulty is level 3; requires strong communication skills and the ability to use good judgment when working independently</li> <li>• Emotional difficulty is level 2; the intern will be exposed to some emotionally-distressing issues at a minimal level</li> </ul>
<b>Expected Environmental Conditions</b>	Pet-friendly office environment; events are held indoors
<b>Qualifications/Requirements for Intern Applicants</b>	<ul style="list-style-type: none"> <li>• Desire to learn about volunteer management</li> <li>• Strong critical thinking, interpersonal, organizational and communication skills</li> <li>• Able to work well independently and use good judgment</li> <li>• Able to use discretion, keeping in mind the confidential nature of some aspects of the work</li> <li>• Proficiency in Microsoft Office (Outlook, Word, and Excel) and strong familiarity with the Internet</li> <li>• Previous experience in a non-profit organization, animal protection/advocacy organization, or animal shelter a plus</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be able to learn and follow all guidelines and policies of The HSUS and the NVC, and follow directions given by staff</li> <li>• Must submit the required paperwork and pass a background check before being assigned</li> </ul>
<b>Internship Start Date</b>	Flexible
<b>Internship Time Commitment</b>	16-30 hours/week for 10-12 weeks
<b>Internship Scheduling Guidelines</b>	Monday-Friday between the hours of 9 am and 5:30 pm
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	Standard office equipment including a computer and access to the Internet
<b>Optional Tools/Equipment</b>	n/a
<b>Supervisor(s)</b>	Director, National Volunteer Center
<b>Additional Mentor(s)</b>	Outreach Coordinators, National Volunteer Center
<b>Number of Concurrent Internship Openings</b>	1-2
<b>Additional Information</b>	Great opportunity for someone interested in or studying non-profit management, volunteer management or human resources.
<b>Updated</b>	10.31.2013