



Pet Help Partners Pet Food Donation Coordinator

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

Work Location	New York City metro area preferred but work may be performed remotely if volunteer committed to learn about community partners and local groups located in New York City
Position Grade	2 ; background check includes Criminal Background, Motor Vehicle Record and Social Security Address Report
Purpose of the Position	Volunteer supports Pet Help Partners by coordinating pet food donations and distribution.
Volunteer Responsibilities	<ul style="list-style-type: none"> Return all phone calls from Pet Help Partners clients who seek donated pet food and assess their needs <ul style="list-style-type: none"> Problem-solve with client to determine future ability to afford pet food; if applicable, make appropriate suggestions (i.e. apply for food stamps, purchase less expensive food, budgeting) Provide outreach to identify community partners who may be interested in holding simple Pet Food Donation Drives, including schools, businesses, girl and boy scout troops, churches/synagogues, and other community organizations Communicate with community partners holding Pet Food Donation Drives <ul style="list-style-type: none"> Provide necessary promotional materials and information to help organizations with their pet food drive Coordinate volunteers to pick up donated pet items Coordinate distribution of donated pet food to clients in need (i.e. determine which clients are able to pick up donations and identify those clients who may need a volunteer to deliver them) Collaborate with other local groups who already provide pet food donations to human food banks, food pantries, and pet owners in need
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> Physical difficulty is level 1; physical activity is not required although there will be opportunities to pick up food donations from specified locations if volunteer is able Mental difficulty is level 2; requires strong organizational and verbal communication skills, as well as the ability to follow protocols and procedures and use good judgment Emotional difficulty is level 2; any contact with the public can result in interactions with people in a heightened emotional state because of their connection with and commitment to animals
Expected Environmental Conditions	All work can be done from one's home or office
How Often Volunteers Work On-site	The work can be done remotely.
Orientation/Training	Pet Help Partners volunteers will receive a one-hour training specific to the role, explaining the needs of the program and what is required of volunteers in this position; Pet Help Partners provides a Volunteer Manual and additional

	materials, as well as ongoing training and support throughout the volunteer experience.
Learning Opportunities	<ul style="list-style-type: none"> • Strengthen community outreach, logistics, and leadership skills • Develop or strengthen strategic thinking and problem-solving skills • Better understand the challenges faced by pet owners struggling with life crises or financial issues which affect their pets
Position Start Date	Ongoing
Initial Minimum Commitment	Volunteers work 3 hour(s) per week for a minimum of three months
Scheduling Guidelines	Flexible; volunteers will work out a schedule with supervisor
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation • Effective communication skills, especially on the phone • Ability to understand the issues affecting companion animals, as well as the resources and services available to pet owners in the greater NYC metro area • Flexible and willing to take initiative on a variety of tasks as needed • Possess problem-solving capability and the ability to think creatively, in a solution-oriented way • Ability to retain and comprehend large amounts of information and pay attention to detail • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Ability to manage time in a pressured situation • Ability to quickly identify information needed and rapidly find this information within provided resource materials • Ability to reply quickly to supervisors' comments and directives • Able to understand The Humane Society of the United States' (HSUS) policies and positions and the Pet Help Partners approach, and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS or Pet Help Partners • Able to learn and demonstrate a familiarity with HSUS' major campaigns and mission • Willingness to work independently and take direction from supervisor • Able to work closely with the Pet Help Partners staff and to think strategically in order to meet the program's needs • Logistics, event coordination, or community outreach skills helpful
Restrictions	<ul style="list-style-type: none"> • Must be at least 18 years old • Must have access to a telephone line with voicemail and call waiting capabilities as well as access to a computer and the ability to login into an online volunteer communication site to receive updates; must be willing to not have a blocked phone number • Must be able to learn and follow guidelines and policies of The HSUS and Pet Help Partners, and follow directions • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	Pet Help Partners will provide volunteer instruction manual, informational fliers, contact information for previous community partners & other local groups, and pertinent articles

Optional Tools/Equipment	n/a
Supervisor(s)	Client Services Manager, Pet Help Partners
Number of Concurrent Volunteer Openings	2 individuals
Additional Information	<p>Pet Help Partners receives a dozen or more calls per week from pet owners who are confronted with the terrible reality of having to give up their pet because they do not have the funds to feed them. Pet Help Partners volunteers have the opportunity to help make a huge difference in the lives of people and pets by connecting them with much-needed food donations. Volunteers are provided extensive training and join a community of people working toward the same goal of supporting New York City's pets by helping to ensure they have a good quality of life in their home and remain in their home throughout their lives.</p>
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