



Pet Help Partners Transport Volunteer

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

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| Work Location | New York City metropolitan area |
| Position Grade | 3 ; background check includes Criminal Background, Motor Vehicle Record, Social Security Address Report, and National Sex Offender Registry |
| Purpose of the Position | Volunteers provide support to clients and their pets to ensure they are able to take advantage of the services offered by the program. |
| Volunteer Responsibilities | <ul style="list-style-type: none"> • Use own method of transportation to transport animals confined in crates to and from veterinary appointments via clients' homes • Carefully place animals in and out of vehicle • Safely drive or accompany animals to and from kennel or veterinarian • Deliver pet food or supplies to clients who do not have easy access to transportation; load and unload supplies • Ensure completion of all required paperwork by pet owner and submit completed forms to supervisor, as assigned • Communicate with clients about their needs • Requires hands-on interaction with companion animals • Check in with supervisors in a timely manner |
| Level of Difficulty 1=easy/5=demanding (physical, mental, emotional) | <ul style="list-style-type: none"> • Physical difficulty is level 3; requires driving, walking, standing, lifting, bending, and handling companion animals; these animals range in a variety of sizes and conditions, so it is imperative to be careful when handling • Mental difficulty is level 3; requires training in protocols and procedures with the expectation that they'll be followed; involves working with little supervision, requires strong safe driving and navigation skills, and ability to use good judgment • Emotional difficulty is level 3; the nature of the issues dealt with can be emotionally distressing as volunteers will see less-than-ideal situations for people and animals; 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 | Busy roads, due to heavy traffic and pedestrians; could be driving in hazardous road conditions depending upon weather. |
| How Often Volunteers Work On-site | All work is performed in the field. |
| Orientation/Training | <ul style="list-style-type: none"> • Information about Pet Help Partners and The Humane Society of the United States (HSUS) will be provided. |
| Learning Opportunities | <ul style="list-style-type: none"> • Strengthen safe animal handling skills • Gain additional knowledge regarding the geography of the New York City metro area • Better understand the challenges faced by pet owners struggling with life crises or financial issues which affect their pets, as well as other problems such as allergies, pet illness, lack of pet care knowledge, or the need for |

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| | <p>low cost resources for veterinary care and spay/neuter</p> <ul style="list-style-type: none"> • Understand the needs of companion animals • Develop or strengthen communication and customer service skills |
| Position Start Date | Ongoing |
| Initial Minimum Commitment | Three month commitment, on an as-needed basis |
| Scheduling Guidelines | Standing appointment times vary, but generally work will be requested between 9:00 AM-9:00 PM; possible evening/night hours if emergency. Volunteers indicate which days and times they are available to work, and will be contacted should there be a need for transport during that time period. |
| Qualifications/Requirements for Volunteer Applicants | <ul style="list-style-type: none"> • Able to meet the requirements outlined in the Pet Help Partners (Transport Volunteer) Essential Capabilities document with or without reasonable accommodation • Must have an clear driving record with no moving violations and the ability to travel safely • Able to understand directions and maps and strong navigational skills in unfamiliar areas • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Able to follow proper animal handling techniques and willingness to be flexible • Ability to manage time in a pressured situation • 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 • Familiarity with geography of the New York City metro area preferred • General experience working with companion animals helpful |
| Restrictions | <ul style="list-style-type: none"> • Must be at least 18 years old • Must have own reliable vehicle, a driver's license, automobile registration and insurance • Must have access to a telephone line with voicemail as well as access to a computer and the ability to login into an online volunteer communication site to receive updates • 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 plastic crates, blankets, etc. for transport. |
| Optional Tools/Equipment | Extra leashes, leads or collars are sometimes needed. |
| Supervisor(s) | Client Services Manager, Pet Help Partners |
| Number of Concurrent Volunteer Openings | 1-5 individuals |
| Additional Information | Volunteers with Pet Help Partners have the opportunity to help make a huge |

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| | difference in the lives of people and pets by providing them with the resources and solutions they need to stay together. 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. |
| Updated | 1.23.2013 |