



### Pet Help Partners Volunteer Leader

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

<b>Work Location</b>	New York City metropolitan area
<b>Position Grade</b>	<b>3</b> ; background check includes Criminal Background, Motor Vehicle Record, Social Security Address Report, and National Sex Offender Registry
<b>Purpose of the Position</b>	Volunteer Leaders help develop and lead the volunteer program by delivering orientations and training, recruiting volunteers, promoting volunteer opportunities and helping to engage volunteers more fully in the work we do.
<b>Volunteer Responsibilities</b>	<ul style="list-style-type: none"> <li>• Serve as point of contact for volunteers interested in providing service to The Humane Society of the United States (HSUS) via Pet Help Partners</li> <li>• Coordinate and deliver orientations and trainings to prepare volunteers for their work</li> <li>• Serve as liaison between Pet Help Partners supervisor and volunteers; coordinate assistance for events, activities and projects as needed</li> <li>• Recruit new volunteers and promote volunteer opportunities</li> <li>• Follow all guidelines, policies, and instructions given and provide written reports on progression of work</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; volunteers will likely have very little physical activity related to their work, aside from gathering for meetings or attending outreach events</li> <li>• Mental difficulty is level 3; the level of understanding and knowledge required to explain the opportunities we offer and effectively answer peoples' questions is high, as is the need for emotional intelligence related to helping people find the right volunteer fit for their needs</li> <li>• Emotional difficulty is level 3; 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</li> </ul>
<b>Expected Environmental Conditions</b>	Outdoors and indoors; volunteers should dress appropriately for the weather.
<b>How Often Volunteers Work On-site</b>	Volunteers will need to deliver orientations and trainings in person and attend events. Most of the work can normally be done remotely.
<b>Orientation/Training</b>	Volunteers must attend approximately 5 hours of training specific to the role, including organizational and volunteer management. Pet Help Partners provides a volunteer instruction manual and additional materials, as well as ongoing training and support throughout the volunteer experience.
<b>Learning Opportunities</b>	<ul style="list-style-type: none"> <li>• Better understand the challenges faced by animal owners in the NYC metro area</li> <li>• Learn or strengthen abilities to recruit, screen, assign, train, acknowledge and deliver feedback to volunteers</li> <li>• Strengthen leadership, communication, event-planning, and community outreach skills</li> </ul>
<b>Position Start Date</b>	Ongoing
<b>Initial Minimum Commitment</b>	Three to four hours per week for a minimum of six months; Volunteer Leaders

	are selected from Helpline Counselors who have worked for a minimum of three months in the role in order to familiarize themselves with the program before they are considered for a Volunteer Leader position.
<b>Scheduling Guidelines</b>	Flexible; include some evenings and weekends
<b>Qualifications/Requirements for Volunteer Applicants</b>	<ul style="list-style-type: none"> <li>• Able to meet the requirements outlined in the Pet Help Partners Essential Capabilities document with or without reasonable accommodation</li> <li>• Ability to retain and comprehend large amounts of information, teach others about the issues, and pay attention to detail</li> <li>• Able to communicate with a variety of people effectively and without judgment or making negative remarks</li> <li>• Ability to manage time in a pressured situation</li> <li>• Ability to quickly identify information needed and rapidly find this information within provided resource materials</li> <li>• Ability to reply quickly to supervisor’s comments and directives</li> <li>• Display strong leadership skills</li> <li>• Able to work effectively on a team and independently</li> <li>• Flexible and willing to take initiative on a variety of tasks as needed</li> <li>• Able to effectively communicate verbally and in writing</li> <li>• Possess problem-solving capability</li> <li>• Willing to learn more about volunteer management and how to effectively run a program</li> <li>• Able to think creatively, in a solution-oriented way</li> <li>• Able to work closely with the Pet Help Partners staff, and to think strategically in order to meet the program’s needs</li> <li>• Able and willing to work independently and take direction from supervisor</li> <li>• 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</li> <li>• Able to learn and demonstrate a familiarity with HSUS’ major campaigns and mission</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be at least 18 years old</li> <li>• 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</li> <li>• Must be able to learn and follow guidelines and policies of The HSUS and Pet Help Partners, and follow directions</li> <li>• Must submit the required paperwork and pass a background check before being assigned</li> </ul>
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	n/a
<b>Optional Tools/Equipment</b>	n/a
<b>Supervisor(s)</b>	Client Services Manager, Pet Help Partners
<b>Number of Concurrent Volunteer Openings</b>	3-5 individuals
<b>Additional Information</b>	Volunteers with Pet Help Partners have the opportunity to help make a huge

	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 them to stay in their homes and out of shelters.
<b>Updated</b>	1.23.2013