



Pets for Life: Transport Volunteer

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

Work Location	Atlanta, Chicago, Los Angeles and Philadelphia
Position Grade	3 ; background check includes Criminal Background, Social Security Number Verification, Motor Vehicle Check and 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 deliver supplies to clients who do not have easy access to transportation; load and unload supplies • Transport animals confined in crates to and from veterinary appointments via clients' homes • Ensure completion of all required paperwork by pet owner and submit completed forms to the Pets for Life coordinator or manager, as assigned • Communicate with clients about their needs • Requires hands-on interaction with companion animals
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 3; requires walking, standing, lifting, bending, and handling companion animals • 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 driving 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 community.
Orientation/Training	Volunteers must attend a general orientation and will receive training specific to the role. Information and materials about The HSUS and Pets for Life, including the Pets for Life Community Outreach Toolkit, will be provided.
Learning Opportunities	<ul style="list-style-type: none"> • Better understand the challenges faced by animal owners in underserved communities and the challenges to access spay/neuter services • Develop or strengthen safe animal handling skills • Strengthen communication and customer service skills • Learn the geography of your city
Position Start Date	Ongoing
Initial Minimum Commitment	Three month commitment
Scheduling Guidelines	Standing appointment times vary by city, but generally work will be requested between 7:00 a.m.-9:00 a.m. and 4:00 p.m.-6:00 p.m. 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 Essential Capabilities document with or without reasonable accommodation • Able to understand directions and maps and strong navigational skills in unfamiliar areas • General experience working with companion animals and a willingness to learn more about their behavior • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Able to follow proper animal handling techniques • Willingness to be flexible • Able to work comfortably in underserved communities • Able to understand The Humane Society of the United States' (HSUS) policies and positions and the Pets for Life approach, and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS or Pets for Life • Able to learn and demonstrate a familiarity with HSUS' major campaigns and mission • Customer service experience/skills preferred
Restrictions	<ul style="list-style-type: none"> • Must be at least 18 years old • Must wear a Pets for Life t-shirt (provided at no cost) when representing the program • Must have own reliable vehicle, a driver's license, automobile registration and insurance • Must have an clear driving record with no major moving violations and the ability to travel safely • Should have access to a computer and 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 Pets for Life, and follow directions • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	Pets for Life will provide plastic crates for transport.
Optional Tools/Equipment	Extra leashes, leads or collars are sometimes needed.
Supervisor(s)	Coordinator, Pets for Life
Number of Concurrent Volunteer Openings	3-5 individuals
Additional Information	
Updated	3.15.2016