



# South Florida WILDLIFE CENTER

In partnership with The Humane Society of the United States

## Volunteer Position Description

### Volunteer Leader

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>	
<b>Work Location</b>	Remote and at the South Florida Wildlife Center (3200 SW 4 <sup>th</sup> Avenue, Fort Lauderdale, FL 33315)
<b>Position Grade</b>	<b>3</b> ; background check includes Criminal Background, Social Security Number Verification and Sex Offender Registry
<b>Purpose of the Position</b>	Help develop our volunteer program by helping to deliver volunteer orientations and training, and helping to engage volunteers more fully in our work
<b>Volunteer Responsibilities</b>	<ul style="list-style-type: none"> <li>• Serve as point of contact for volunteers interested in providing service to the South Florida Wildlife Center (SFWC)</li> <li>• Coordinate and deliver orientations and trainings to prepare volunteers for their work</li> <li>• Serve as liaison between the SFWC's Volunteer Coordinator and volunteers, coordinating 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; very little physical activity is required, 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</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>	The bulk of the work is performed in an office or home office environment. Some of the work will be outdoors and volunteers will be exposed to weather in south Florida which can include extreme heat and sudden storms.
<b>How Often Volunteers Work On-site</b>	Most of the volunteer leadership work can normally be done remotely. Volunteers will need to deliver orientations and trainings in person and attend events.
<b>Orientation/Training</b>	Orientation includes the following: history and tour of the SFWC, description of rules, and overview of programs and volunteer opportunities. Volunteers should attend the orientation wearing closed shoes. Volunteers will be given access to a volunteer manual and will be trained on the particular aspects of their role.
<b>Learning Opportunities</b>	<ul style="list-style-type: none"> <li>• Learn or strengthen abilities to recruit, screen, assign, train, acknowledge and deliver feedback to volunteers</li> <li>• Strengthen verbal communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop or strengthen time management skills such as how to prioritize assignments and multi-task</li> <li>• Develop or strengthen leadership, event-planning, and community outreach skills</li> <li>• Knowledge of various animal species and wildlife issues</li> <li>• Knowledge of the SFWC and how the program area fits into the larger picture of animal protection</li> <li>• Exposure to the operations of a wildlife center</li> </ul>
<b>Position Start Date</b>	Ongoing
<b>Initial Minimum Commitment</b>	At least one weekly 3-hour shift for six months
<b>Scheduling Guidelines</b>	Hours vary, are flexible, and may include evening or weekend work
<b>Qualifications/Requirements for Volunteer Applicants</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</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>• Flexible and able to take initiative on a variety of outreach projects</li> <li>• Able to work closely with the SFWC's 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 learn, demonstrate a familiarity with and teach others about the SFWC's programs</li> <li>• Able to understand The HSUS's policies and positions regarding animal protection issues and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS</li> <li>• Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation</li> <li>• Computer proficiency</li> <li>• Customer service or office experience helpful</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be at least 18 years old and have a professional manner/appearance</li> <li>• Must learn and follow all guidelines and policies of The HSUS and the SFWC, and follow directions given by staff</li> <li>• Must submit the required paperwork and pass a background check before being assigned</li> <li>• Must wear a volunteer T-Shirt</li> <li>• No cologne/perfume when onsite</li> <li>• Must have access to a computer with access to the Internet</li> </ul>
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	Any supplies necessary to hold orientations, trainings and participate in events will be provided.
<b>Optional Tools/Equipment</b>	n/a
<b>Supervisor(s)</b>	Volunteer Coordinator
<b>Number of Concurrent Volunteer Openings</b>	3-5 individuals
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>• SFWC cannot accommodate court-mandated community service.</li> <li>• Personal use of cell phones and other electronic devices while on volunteer duty is discouraged.</li> <li>• No tours for friends or family.</li> </ul>

	SPECIAL THANKS from all the injured and orphaned animals in need and from the animal lovers who look to the wonderful SFWC volunteers for guidance!
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