



Volunteer Outreach Assistant

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

Work Location	700 Professional Drive, Gaithersburg, MD 20879
Position Grade	3 ; background check includes Criminal Background and Social Security Number Verification
Purpose of the Position	Assist Volunteer Outreach staff by providing support for our diverse volunteer programs and the organization's internship program.
Volunteer Responsibilities	<ul style="list-style-type: none"> • Provide general department support: respond to volunteer- and intern-related inquiries from the public, perform data entry, maintain various spreadsheets, assist with monthly reporting • Help create/update program paperwork such as position descriptions; post and refresh materials on the intranet • Support recruitment efforts: help review and process volunteer applications, create/update and post ads, table at recruitment events as needed, maintain and distribute recruitment materials • Support the organization's internship program: help plan and execute speaker presentations and intern luncheons, distribute orientation materials to interns, send evaluation and appraisal invites to interns and supervisors • Generate offer paperwork for volunteers and interns • Provide ongoing support for organization-wide volunteer and intern database: help with data migration, data clean-up and training users • Help plan for and participate in events such as the Martin Luther King Day of Service and National Volunteer Week: brainstorm ideas, help execute plans, table at events as needed • Help plan for and participate in HSUS conferences such as Animal Care Expo and Taking Action For Animals: schedule volunteers and recruit additional volunteer help
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 2; the work primarily occurs in an office setting except for attending occasional, optional off-site events • Mental difficulty is level 3; requires critical thinking, strong communication skills and the ability to use good judgment when working independently • Emotional difficulty is level 2; volunteers may be exposed to some emotionally-distressing issues at a minimal level
Expected Environmental Conditions	Pet-friendly office environment; events are held indoors
How Often Volunteers Work On-site	The majority of work is performed on-site and other work situations will be considered on a case-by-case basis.
Orientation/Training	Volunteers will be given an orientation and background information on the organization and will complete an internal course designed to introduce the organization and our work. Volunteers will also receive department-specific materials and will be trained on the particular aspects of the role.

Learning Opportunities	<ul style="list-style-type: none"> • Learn best practices in volunteer management • Strengthen critical thinking and organizational skills • Strengthen time management skills including how to prioritize assignments and multi-task • Foster an understanding of animal protection issues • Develop or strengthen knowledge of The HSUS and its mission
Position Start Date	Flexible
Initial Minimum Commitment	At least 3 hours per week for three months; ongoing participation is preferred
Scheduling Guidelines	Monday-Friday between the hours of 10:30 am and 5 pm; availability during regular business hours is preferable for volunteers who occasionally work remotely.
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Strong critical thinking, interpersonal, organizational and communication skills • Excellent attention to detail • Proficiency in Microsoft Office suite (Outlook, Word, and Excel) and strong familiarity with the Internet • Able to work well independently and use good judgment • Able to maintain enthusiasm and demonstrate flexibility • Able to maintain professionalism in attitude and appearance • Able to use discretion, keeping in mind the confidential nature of some aspects of the work • Desire to learn about volunteer management or prior volunteer management experience a plus • Previous experience in a non-profit organization, animal protection/advocacy organization, or animal shelter a plus
Restrictions	<ul style="list-style-type: none"> • Must be able to learn and follow all guidelines and policies of The HSUS and the Volunteer Outreach department and follow directions given by staff • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	Standard office equipment including a computer and access to the Internet
Optional Tools/Equipment	n/a
Supervisor(s)	Outreach Coordinator, Volunteer Outreach
Number of Concurrent Volunteer Openings	2-3 individual volunteers
Additional Information	
Updated	8.17.2017