

## Volunteer Position Description

### 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>	Remote and at Cape Wildlife Center, 4011 Main Street, Barnstable, MA 02630
<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>	Help develop our volunteer program by participating in a volunteer leadership team, 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 Cape Wildlife Center</li> <li>• Coordinate and deliver orientations and trainings to prepare volunteers for their work</li> <li>• Serve as liaison between Cape Wildlife Center's Community Involvement 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 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>	The majority of the work is performed in an office or home office environment. Some of the work will be outdoors, in all weather conditions which can include extreme heat.
<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 Cape Wildlife Center, description of rules, overview of programs and volunteer opportunities. Volunteers should attend the orientation wearing casual clothing. Volunteers must attend 2-3 training sessions; they will be given access to a volunteer manual and will be trained on the particular aspects of their role including organizational and volunteer management. Continuing education sessions are also offered throughout the year.
<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>• Exposure to the operations of a wildlife center</li> <li>• Knowledge of Cape Wildlife Center and how the program area fits into the larger picture of animal protection</li> <li>• Knowledge of various animal species and wildlife issues</li> <li>• Knowledge of animals' habitats and humane coexistence with wildlife</li> <li>• Learn about the wildlife rehabilitation process</li> </ul>
<b>Position Start Date</b>	Spring 2013; ongoing
<b>Initial Minimum Commitment</b>	At least one weekly 4-hour shift for six months or a minimum commitment of 100 hours. Scheduling is fairly flexible; however, there is an expectation that people fulfill the commitment made by mutual agreement with staff at the outset of their volunteer work.
<b>Scheduling Guidelines</b>	Hours vary, are flexible, and may include evening or weekend work; hours are variable through the off-season from November through February.
<b>Qualifications/Requirements for Volunteer Applicants</b>	<ul style="list-style-type: none"> <li>• Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation</li> <li>• Able to effectively communicate verbally and in writing</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 Cape Wildlife Center staff, and to think strategically in order to meet the program's needs</li> <li>• Able to work well independently, use good judgment, and take direction from supervisor</li> <li>• Able to learn, demonstrate a familiarity with and teach others about Cape Wildlife Center's programs</li> <li>• Able to communicate with a variety of people effectively and without judgment or making negative remarks</li> <li>• Able to understand The HSUS' 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>• Customer service or office experience helpful</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be at least 18 years of age or older</li> <li>• Must have reliable transportation and arrive on time for shifts and events</li> <li>• Please note that individuals who are immune-compromised should not work directly with wildlife</li> <li>• Must wear a volunteer T-Shirt</li> <li>• Should have access to a computer and ability to login into an online volunteer communication site to receive updates</li> <li>• Must learn and follow all guidelines and policies of The HSUS and Cape Wildlife Center, and follow directions given by staff</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>	Any supplies necessary to hold orientations, trainings and participate in events; volunteers are provided shirts to wear when they are working.
<b>Optional Tools/Equipment</b>	Volunteers must wear closed toe shoes and appropriate clothing (long pants, no shorts); volunteers are provided T-shirts to wear when they are working.
<b>Supervisor(s)</b>	Community Involvement Coordinator, Cape Wildlife Center
<b>Number of Concurrent Volunteer Openings</b>	3-5 individuals
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>• Cape Wildlife Center cannot accommodate court-mandated community service at the Center</li> <li>• Cape Wildlife Center (CWC) volunteers provide an immeasurable amount of support to our staff in caring for the over 1,700 animals that pass through our doors annually. In 2011, CWC volunteers logged over 6,000 hours, a number which will surely be surpassed this year. CWC volunteers include retired professionals, parents with school-aged children, college students, and adults who all have one thing in common: a love of and interest in wildlife. We welcome volunteers who have a positive attitude, boundless energy and enthusiasm.</li> </ul>
<b>Updated</b>	12/21/2012