



Position Title: Maddie's Shelter Basics Volunteer  
Department: Adoption  
Classification: Volunteer Services  
Date: May 2008

**Summary:**

Shelter Basics Volunteers assist in keeping the shelter clean and presentable, feeding the animals, perform various clerical duties, and provide a high level of customer service to our clients at the Welcome Desk.

**Volunteer Service and Functions:**

***Basic Duties***

- Stay up to date on Adoption Center and volunteer related news, policies and procedures by reading communications sent and posted prior to each shift
- Assist in basic Adoption Center functions during each shift
- Staff the Welcome Desk for at least 30 minutes during each shift
- Follow all current policies and procedures
- Assist in various tasks as needed

***Kennel and Direct Care***

- Assist Animal Care Attendants with basic cleaning of condos and the Adoption Center
- Assist in feeding the animals in our care, following all guidelines regarding amount and type of food

***Clerical***

- Assist the Customer Service Representatives in keeping our informational handouts and adoption packets stocked at all times
- Assist the Volunteer Coordinator in keeping materials for classes stocked at all times

***Customer Service***

- Staff the Welcome Desk during each shift, greeting clients and assisting them as needed
- Practice and encourage the humane treatment of animals.
- Provide quality customer service to clients, volunteers, and staff while actively promoting our mission, services, programs and events.
- Promote donation and giving opportunities as appropriate.

***Volunteers and Staff***

- Work cooperatively with all volunteers and staff and recognize the talent and commitment they bring to the Society.

***Safety***

- Insure a safe work environment; following all safety guidelines and modeling safe work practices.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

**Commitment**

- The Shelter Basics program consists of an initial commitment to four 2 hour shifts. After these shifts volunteers may begin to train to work with dogs or cats. Once established as an official dog or cat volunteer the commitment is 3 hours per week for the duration of the volunteer tenure. We ask for a total commitment of at least 6 months.

**Training:**

- Attend a basic orientation
- Complete a Volunteer Application
- View the Shelter Basics Volunteer PowerPoint; complete and pass the quiz
- Attend a "Shelter Basics Intro Session"

**Physical Requirements and Work Environment:**

- Frequently lifts, carries and positions objects weighing up to 50 pounds when moving supplies and animals.
- Typically stands, bends, stoops and crouches throughout duration of volunteering.
- Consistently exposed to and uses various cleaning agents and chemicals.
- Consistently exposed to animals and animal allergens under conditions with limited alternatives available.

**Reporting Relationships and Contacts:**

Shelter Basics Volunteers report directly to the Volunteer Coordinator during the course of their volunteering. At times they may also work closely with Animal Care Associates, Client Care Associates, the Volunteer Manager and various other staff members as well as Mentor Volunteers.

**Knowledge, Skills and Abilities/Volunteer Profile:**

- Commitment to the mission, values, goals, and success of the San Francisco SPCA
- Compassion for animals and their welfare
- Engaging and outgoing with a love of working with people as well as animals
- Self starter with the ability to retain information gleaned during training and to complete all required tasks during each shift
- Ability to read and write
- Basic computer skills