



Position Title: Maddie's Shelter Cat Volunteer
Department: Adoption - Behavior
Classification: Volunteer Services
Date: May 2008

Summary:

Shelter Cat Volunteers assist in keeping the shelter and cat rooms clean and presentable, feeding the animals, perform various clerical duties, provide a high level of customer service to our clients, socialize cats in the care of the SF/SPCA to insure that they are adoptable and introduce clients to appropriate cats.

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 15 minutes during each shift
- Socialize the available cats and assist clients in the matchmaking process
- 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
- Brush, clip claws and mats as needed to keep our cats comfortable and adoptable
- Assist in transporting cats to various points in the shelter as instructed by staff

Clerical

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

Socialization and Matchmaking

- Socialize cats you have been trained for to encourage their mental well-being
- Show available cats to the public, following Adoption Matchmaking rules and guidelines

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.

Training:

- Complete initial four shifts of Shelter Basics Volunteering
- While continuing Shelter Basics shifts, take classes to learn to socialize and show available cats
- Once all required classes are completed, you are an official Shelter Cat Volunteer

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 Cat Volunteers report directly to the Volunteer Coordinator during the course of their volunteering. At times they may also work closely with Animal Care Attendants, Customer Service Representatives, 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