

POSITION DESCRIPTION

DEPARTMENT: ANIMAL CONTROL
TITLE: VOLUNTEER COORDINATOR
ANALYST: MIKE DUERSCH, COMP. & BENEFITS COORD.
DATE PREPARED/REVISED: NOV 2009
DATE EVALUATED: NOV 2009

POSITIONS PURPOSE:

This position is accountable for contributing to the achievement of Pocatello Animal Control Department objectives by coordinating and managing the shelter volunteer program. The position is also required to participate in other department activities filling in for other staff as needed.

PRINCIPAL ACCOUNTABILITIES:

1. Assists in defining the volunteer program's goals and objectives and contributes to development and maintenance of the program's policies and procedures.
2. Ensures that the animal shelter maintains an adequate supply of volunteers to supplement paid staff by developing and implementing recruitment strategies, responding to inquiries, and by interviewing and approving individuals to participate in the program.
3. Ensures that volunteers are properly trained in assigned duties by organizing and conducting orientation and training programs, scheduling volunteers for orientation and training, and by informing volunteers of optional training opportunities.
4. Maintains records related to volunteers and their activities by noting individual skills, abilities and special interests, and by tracking training, volunteer assignments, hours donated, and other related information.

5. Establishes volunteer schedules, matching abilities and interests of volunteers with work assignments, maintains volunteer schedule, and establishes assignments based on continuously updated needs assessments.
6. Supervises, encourages, evaluates and provides corrective action as needed to ensure volunteers are motivated and performing assigned duties effectively.
7. Acts as liaison between volunteers and other department staff as well as the community, and performs public relations duties such as assisting with media releases and making public presentations.
8. Assists with special events and fund raisers by organizing and supervising activities of volunteers at these events.
9. Provides input and information regarding the volunteer program and volunteer activities to the Animal Shelter Advisory Board.
10. Performs duties related to the general operation of the department by performing duties of other staff in their absence.

NATURE AND SCOPE:

This position reports to the animal Control Director and supervises animal shelter volunteers. The incumbent must have a current Idaho drivers license and be able to operate a standard transmission vehicle.

The incumbent organizes and directs the animal shelter volunteer program; maintains records of volunteer applications, work history, and donated hours; recruits, screens and trains volunteers; provides volunteer recognition and motivation; acts as a liaison between volunteers, staff, and the public; and assists in other areas of the shelter as needed.

Challenges encountered by the position include developing and administering effective volunteer training programs; supervising volunteer activities and mediating disputes between volunteers, staff and the public; working with the public in the office and kennels; and working with potentially dangerous animals.

Equipment utilized by the incumbent includes standard office equipment, various computer software applications, and equipment designed to handle and control animals.

The incumbent may be exposed to occasional hazards posed by the need to work with and around vicious or diseased animals. There is an occasional need for physical exertion, such as lifting heavy animals or supplies.

APPROVAL SIGNATURE:

ANIMAL CONTROL DIRECTOR

DATE



Position Title: **Wildlife Volunteer Program Manager**

Accountable to: Wildlife Department Director

Purpose of Position:

To manage the volunteer and rehabilitation intern programs with focus on recruiting, training and retaining an adequate number of volunteers to professionally operate the Wildlife Center.

Duties and Responsibilities:

In accordance with organizational policies, duties include but are not limited to:

- Recruits, interviews, trains and schedules volunteers and rehabilitation interns and volunteer trainers.
- Works with the Rehabilitation Manager to solve problems and determine number of volunteers needed. Works with the Rehabilitators to facilitate volunteer evaluations, support and supervision.
- Designs and delivers support and educational programs for volunteers in order to provide ongoing learning opportunities and enhance retention of volunteers. Teaches classes and coordinates events.
- Develops volunteer positions and prepares volunteer training manuals, newsletters, brochures and recruitment materials. Develops volunteer recognition programs, and periodic program evaluations.
- Keeps accurate records of volunteer statistics and submits monthly and annual reports.
- Works with other PAWS departments' volunteer program staff to share information and effectively meet PAWS overall volunteer needs.
- Develops, implements, and coordinates rehabilitation intern training program. Works with Rehabilitation Manager and rehabilitation staff to coordinate intern schedules and training.
- Coordinates and schedules outside work-parties for all of PAWS departments.
- Co-supervises, with the Development Manager, the scheduling, daily activities and performance of the Development Volunteer Assistant.
- Supervises the scheduling, daily activities and performance of the Wildlife Volunteer Program trainer.

Controls over Work

The Volunteer Program Manager works under the general guidance of the Wildlife Director and is expected to pursue the established duties without direct supervision.

Written performance evaluations will be given after three and twelve months of work and annually thereafter.

Physical Demands

Candidates must be able to lift a minimum of twenty (20) pounds. Work may be performed in and out of PAWS facilities requiring lifting and carrying lighter-weight equipment and supplies.

Requirements

- Must have at least two-years of college-level education.
- Must have demonstrated ability to facilitate cooperation among a wide range of individuals, including but not limited to, experience supervising volunteers, or experience providing skills training to adults, or experience leading individuals as part of an organization, association or volunteer effort.
- Must have excellent written and verbal communication skills and be able to represent the mission, goals and the policies of PAWS in a creative and energetic manner. Must be organized, efficient and able to work independently.
- Must have good problem-solving skills.
- Must be able to work cooperatively with co-workers, volunteers and the public.
- Must be comfortable with developing and implementing team concepts in work situations.
- Must have or be able to obtain a valid Washington Driver's License with no record of major or repeated minor traffic offenses.
- Important considerations for this position include an understanding of why individuals are motivated to volunteer, how volunteers and staff work together and how adults learn new tasks and skills.

Note: Under the provisions of the Immigration and Reform Act of 1986, the successful candidate will be required to provide both evidence of identity and eligibility for employment

Approved _____

Date _____