

# Volunteer Position Description

## *Behavior Team Volunteer*

Mon, Tues, Thurs, & Fri: 2-5p



### DESCRIPTION

Title: Behavior Team Volunteer

Reports to: Volunteer Manager and Behavior Team Staff

Commitment: 3 hours/week, 9 month commitment

### PURPOSE

Serve as a team member who provides high quality care for the animals under the protection of Elmbrook Humane Society (EBHS). Assist with meeting the behavioral needs of the animals at the shelter through behavior assessments, programs, and enrichment. Maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. Support the mission, vision, and core values of EBHS.

### RESPONSIBILITIES

- Provide proper care including housing, husbandry, exercise, and socialization according to EBHS policies and industry standards for EBHS animals.
- Perform and assist with behavior assessments utilized.
- Comply with behavior programs for animals designated by the Dog Training and Behavior Coordinator or Shelter Operations Manager.
- Follow enrichment guidelines to ensure that animals receive appropriate daily enrichment.
- Assist with maintaining accurate paper and electronic records.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Perform daily behavior rounds.
- Assist with the management and training of animals in foster for behavior concerns.
- Stay updated and abreast of current knowledge and best practices regarding animal behavior, enrichment, and training.
- Document behavior summaries and create adoption kennel cards for each animal. Ensure summaries and kennel cards are updated as needed.
- Notify staff of animal medical needs/concerns.
- Notify the staff of any dog behavior needs/concerns.
- Assist with training classes and/or seminars.
- Utilize force free, fear free, and science based training methods when handling animals and educate other volunteers and the public about these methods.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education.
- Take inventory and prepare behavior/training supply order on a weekly basis.
- Follow safe handling procedures as they pertain to animals and cleaning agents.
- Know the location of Safety Data Sheets (SDS) and fire extinguishers.
- Assist with providing training as requested by the Community Outreach Events and Volunteer Manager, Director of Animal Care and Field Services, or Dog Training and Behavior Manager.
- Work respectfully with and alongside staff and volunteers.

- All other duties assigned.

## QUALIFICATIONS

- Must be 18 years of age or older.
- Animal welfare experience preferred.
- Interest or background in animal behavior and training.
- Willingness and aptitude to learn about domestic, exotic, and wild animals.
- Able to adapt quickly and work in a fast paced environment.
- Professional public image.
- Able to work with minimal supervision and/or with a team.
- Experienced animal handling skills.
- Proven customer service skills.
- Computer literate and ability to operate office equipment.
- Excellent oral, written, and organizational skills with attention to detail.
- Able to work flexible hours, which may include evenings, weekends, and holidays.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Valid Driver's License.
- Passion for issues relating to animal welfare.

## WORK ENVIRONMENT

- Physical demands include:
  - Lifting and moving animals, kennels, and other equipment.
  - Frequent movement, including but not limited to; standing, walking, stooping, carrying heavy loads, movement of kennels, restraining active animals, and operation of motor vehicles.
- Working conditions include:
  - Possible exposure to dangerous, diseased, frightened, and injured animals.
  - Possible exposure to zoonotic diseases.
  - Possible exposure to potentially harmful chemicals and drugs.
  - Working with strong cleaning agents on wet surfaces.
  - Indoor and outdoor work in all weather conditions.
- Emotional demands include:
  - Euthanasia.
  - Animal abuse.
  - Animal neglect.