

## Volunteer Position Description

### *Counseling Team Volunteer*

Mon, Tues, Thurs, & Fri: 1-4p & 3-6  
Sat & Sun: 12-3p & 2-5p

#### DESCRIPTION

Title: Animal Caregiver – Counseling Team Volunteer  
Reports to: Volunteer Manager and Staff Counseling Team  
Commitment: 3 hours/week, 9 month commitment

#### PURPOSE

To serve as a team member who provides high quality care for the animals under the protection of Elmbrook Humane Society (EBHS). Assist in providing education to the community through adoption counseling and participating in community events. 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 procedures.
- Maintain accurate paper and electronic records.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Provide great adoption and foster counseling and education to ensure appropriate matches are being made between EBHS animals and prospective adopters/foster homes.
- Ensure safe interactions between guests and EBHS animals.
- Notify behavior team of animal behavioral needs/concerns.
- Notify medical team of animal medical needs/concerns.
- Provide quality customer service while promoting the mission, vision, core values, programs, and events of EBHS to the general public, adopters, donors, potential adopters, volunteers, and supporters.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education.
- 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 and Director of Animal Care and Field Services.
- 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.
- 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 and weekends.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- 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.

