

Nevada Humane Society Job Description

Volunteer Services Manager

Reports to Chief Operating Officer

Job Description

Responsible for programs related to volunteer outreach and involvement. This position specifically manages the volunteer program, and the foster program. In addition, this position is responsible for the coordination of community-based activities including rescue groups, spay/neuter projects, senior outreach programs and educational programs.

Responsibilities include:

Oversight of Volunteer Program

- Managing volunteers (ensure accurate and timely entry of applications and communication of upcoming orientations and events).
- Supervising, directing and addressing volunteer questions, ideas and concerns.
- Communicating and coordinating upcoming training opportunities to volunteers.
- Coordinating and hosting monthly volunteer orientations including invitations, confirmations, packets, nametags volunteers, presentations and overall program.
- Completing post-orientation processing of paperwork and communication including providing information on specific areas of volunteer interest, dog classes, cat mentoring, entry into volunteer database and email distribution list, creation of nametags and communication of missing paperwork.
- Recruiting, training, and working closely with dog and cat mentors to ensure proper and consistent information is communicated to new volunteers.
- Ensuring the dog walk log is completed on a weekly basis.
- Ensuring that weekly recruitment of volunteers to help at offsite events and events at the shelter occurs.
- Maintaining volunteer hours log.
- Providing information for Board Reports per Chief Executive Officer request.
- Scheduling, sending invitations for, managing attendee list, creating collateral for, and performing training sessions on Green Dot Dog Walking, Yellow Dot Dog Walking, Trap-Neuter-Return, Pets on Tour and Hiking Buddies. Manage all post training communication and information.
- Overseeing Hiking Buddies Program and working with Dog Care Manager to update Hiking Buddies Dog Walking list.
- Growing volunteer base and increasing their productivity.
- Continuing to solicit feedback and improve volunteer program to meet the needs of NHS.
- Maintaining all appropriate documentation of related policies and processes.

Foster Program

- Hiring, training and supervising the foster coordinator.
- Managing the foster program which includes recruitment of new foster homes, training of foster homes, and proper and complete communication with foster volunteers, clinic, cat and adoption staff.

- Ensuring that all fostered animals are placed in an appropriate foster home and receive the care needed.
- Serving as a liaison between the clinic and foster caregivers.
- Regularly communicating with foster caregivers to ensure foster animals are returned on time for adoption.
- Ensuring that underage kittens and puppies are placed into appropriate foster homes in a timely basis.
- Maintaining a list of adult dogs and cats in need of foster care.
- Managing foster phone materials, training, and schedule.
- Maintaining all appropriate documentation of related policies and processes.

Other

- Serving as backup to Animal Help Desk manager as needed.
- Serving as backup for walk-in surrenders.
- Managing the rescue group list.
- Serving as member of management team.
- Participating in weekly manager meetings to discuss current events, goals & programs.
- Assisting with animal care tasks, adoptions, and events as needed, always in a manner which demonstrates NHS's interest, care and concern for the public and the animals we serve.
- Promoting a humane and caring attitude toward all animals and treating animals and people with respect and compassion at all times.
- Working courteously, cooperatively with staff, rescue groups, and volunteers to ensure that all established procedures and policies of the shelter are followed.
- Performing all duties in a manner which encourages attainment of the organization's goals.
- Fostering good public relations beneficial to the shelter and its programs.
- Working effectively as part of the management team on cross-functional programs, projects and activities.
- Speaking at community engagements about the work of NHS to encourage public support.
- Writing and sending mass emails regarding various events and activities.
- Responding to general inquiries (phone and email) regarding community-based programs.
- Performing other duties as assigned.

Experience, abilities and qualities required:

- College degree preferred, plus a minimum of three years experience in a supervisory position with transferable skills such as business, law, veterinary medicine, communications, public administration or other related field. Management experience preferred.
- Experience in the humane movement and familiarity with animal welfare issues preferred
- Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place.
- Enthusiastically support the no-kill philosophy.

- Ability to manage multiple tasks.
- Strong organizational skills.
- Comfortable and proficient with computer technology. (Proficiency with Windows, Word, and Excel and ease at working with databases.)
- Ability to take initiative and work with minimal supervision and direction.
- Very strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
- Conflict resolution skills; able to diffuse emotional situations.
- Maturity, good judgment and a professional personal appearance.
- Strong problem-solving skills—focusing on finding solutions to problems and challenges.
- Valid Nevada state driver license with no record of convictions.

Physical Requirements:

- Physical ability to walk and/or stand on your feet throughout a normal workday.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, to see, and to move animals and goods.
- Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

Exempt Position:

Minimum of 8 hours per day, 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department schedule. May be required to be on call on a 24-hour, 365-day basis. May include weekend, night and holiday work.

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. A 90-day probation period is implemented for all staff.

We want to make employees aware that from time to time we euthanize animals who are sick or injured. Also, from time to time we need to end the life of a dog who has displayed aggressive tendencies and who poses a risk to public safety or to the safety of other animals.