



VOLUNTEER JOB DESCRIPTION

VOLUNTEER MENTOR

GENERAL DESCRIPTION

Reports to: Volunteer Department

Our Volunteer Mentors play a very important role in assisting HSNCF in the training and mentoring of volunteers. These volunteers help run our mentor shift programs, run orientation sessions, and act as general mentors for volunteers. This position works closely with the Volunteer Department, other volunteers, other Volunteer Mentors, as well as different staff members throughout our organization.

SCHEDULE

As the volunteer's schedule allows. Mentors will schedule shifts with the Volunteer Department a month in advance to allow time for mentees to sign up. Note: this position requires availability for orientations, training, or mentoring sessions a few times per month for at least 2 hours per session. May require additional time reviewing and practicing protocols until comfortable completing sessions alone.

TRAINING REQUIRED

Must go through orientation for relevant volunteer areas and work one-on-one with the Volunteer Department going over and practicing training material as well as learning key objectives for new volunteers. Volunteers will receive on the job training, watch informational videos, and roleplay volunteer training scenarios.

RESPONSIBILITIES AND DUTIES

- **You play a huge role in training and mentoring our new volunteers! This not only aids in keeping our animals and volunteers safe, but also helps our new volunteers feel comfortable and stay long term with HSNCF! Thank you for getting involved! 😊**
- **Provide exceptional customer service to members of the public as well as to other volunteers.**
- Answer questions from volunteers and act as a general mentor to them.
- Review and practice any training material or protocols needed for mentor shifts, training, or orientation sessions.
- Run training sessions for new volunteers guided by training material.
- Stay alert at all times to ensure animals and volunteers are safe.
- Work hands on with volunteers and demonstrate proper technique and protocols.



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- Give new volunteers shelter tours and explain general rules of our facilities.
- Properly handle and care for animals at the shelter.
- Report any signs of illness to staff (sneezing, diarrhea, etc.)
- Communicate with staff members about any bites, scratches, injuries etc. that may occur (both to volunteers and the public).
- Evaluate volunteers after training sessions and communicate volunteer progress with the Volunteer Department.

QUALIFICATIONS AND EXPERIENCE

- Must love working around animals and be comfortable handling them.
- Experience working with our animals and other volunteers is preferred.
- Must be welcoming, inclusive, and patient.
- Must act as a mentor for volunteers in all aspects.
- Must be able to follow directions, follow training curriculum, and safety guidelines.

Position Benefits

- Practice and gain experience in training and mentoring volunteers.
- Meet other like minded volunteers and join our amazing HSNCF volunteer community.
- Receive a “Volunteer Mentor” specific HSNCF t-shirt.
- Work closely with the Volunteer Department to develop and improve volunteer programs.
- Interact with some VERY CUTE animals!

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification.
- By nature of the job, there is occasional exposure with dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be willing and able to perform all duties including cleaning.