

Ringworm Advocacy Volunteer Lead Volunteer Position

DESCRIPTION

The basic purpose of this role is to advocate for our cats and kittens with ringworm, increasing their adoption and foster success through outreach, education, greeting visitors to the Ringworm Adoption Center, and acting as a matchmaker for resident cats.

WORKING RELATIONSHIPS

This position reports to the Ringworm Manager.

The Ringworm Advocacy Lead will be required to maintain positive relationships with the staff and various other volunteers (including other volunteer leads, mentors, fosters, etc.). The volunteer Lead is expected to be positive and friendly when discussing APA with potential volunteers or members of the public.

DUTIES AND RESPONSIBILITIES

- Work closely with other team leads and program managers to implement new programs and grow the volunteer team.
- Work with APA staff to assess individual cats and match them with potential adopters who visit
- Provide exemplary customer service to visitors of the Ringworm Adoption Center, helping to answer questions and match them to adoptable cats and kittens
- Assist in recruiting, training, and managing new volunteers
- Assist in organizing volunteer groups and events
- Ensure that volunteers are supported and motivated
- Provide feedback and acknowledgement for volunteers
- Assist in organizing volunteer appreciation events
- Communicate with program managers to solve problems for the volunteer program

REQUIRED QUALIFICATIONS

- Completed APA volunteer orientation.
- Excellent people skills.
- Strong written and verbal communications skills.
- Strong work ethic and the desire to work as part of a team
- Commitment to maintain positive communication with all APA staff and volunteers

EXPECTATIONS

- Contribute to the success of Austin Pets Alive! by leading a team through coordinating volunteers, resolving issues, communicating with staff and other team leads to get problems resolved and questions answered.
- Represent Austin Pets Alive! and lead in a polite, responsible, motivational and professional manner.
- Share and promote the culture, purpose, and objectives of APA! internally and publicly.
- Demonstrate respect and kindness towards our animals, staff, clients, donors, and other volunteers, treating each other with courtesy, sensitivity, tact, consideration, and humility.
- Value our role in ensuring the safety of each other, the animals, and the community.
- Recognize and congratulate the achievements of others.
- Endeavor to balance organizational and individual needs.

- Follow all procedures and protocols to the best of our ability at all times, promoting healthy and safe work practices during volunteer projects and training.
- Attend leadership meetings as directed by leadership team, abiding by team agreements regarding attendance and participation.
- Attend Town Halls relating to your specific program.
- Be an active volunteer, using MyVolunteerPage to regularly record hours.
- Represent team concerns, challenges and wins by communicating leadership meeting items with team members. Always share feedback or concerns in a respectable manner.
- Strategically develop a list of team needs, including the number of members necessary, then proactively recruit and build a team to meet the needs of your program and organizational needs.
- Create a culture of civility within your team by refraining/discouraging gossip, negative speak about individuals or the organization, and general negative attitudes.
- Create and maintain a positive working relationship with reporting supervisor through communications and sharing all protocol, job description and training documents.
- Create and maintain a positive working relationship with other team leads, to ensure that all teams are working together for the good of Austin Pets Alive! and its animals
- Use APA! platforms and systems to manage team to centralize protocols and systems.
- Have written protocol on how to verify active team members, as well as how to recruit and train new members.
- Utilize good judgement and not publicly sharing confidential or sensitive information to those outside of leadership. Must embody APA!'s core values of innovation, respect, drive, resourcefulness, and inclusion
- Commitment to APA!'s customer experience expectations
- Willing and committed to working well with volunteers and staff in all roles
- All volunteers are expected to uphold by APA!'s Core Values when present on grounds and representing APA! publicly.

TIME COMMITMENT

Approximately 10-15 hours weekly

Please note, all volunteer positions are unpaid and do not qualify for employee benefits.