

# volunteer services



getting acquainted handbook  
2011

Dear Potential Volunteer:

Welcome, and thank you for your interest in volunteering at Animal Humane | New Mexico. First, please read the *Getting Acquainted Handbook*. If, after familiarizing yourself with the volunteer program, you are interested in volunteering, please go to our website at [www.animalhumanenm.org](http://www.animalhumanenm.org) and fill out an online *Volunteer Application* and print out the *Background Authorization* form. If you do not have a printer, you can fill out the authorization form at the interview. We do a criminal background check on all volunteers to insure that we are working in a safe environment.

Once you've submitted your Volunteer Application, the Volunteer Coordinator will call you to set up a short interview. During the interview we will discuss the positions that interest you and the needs of the organization. If you filled it out, please bring your completed *Background Authorization* form to the interview.

If it appears from the interview that we have a volunteer position for you, you will next attend Orientation for New Volunteers. Orientation takes place at our main campus located at 615 Virginia St. SE, which is one block west of Wyoming Blvd. and four blocks south of Central Ave. Orientation is scheduled every second Saturday of the month from 2:00 pm to 5:00 pm, unless otherwise noted. After orientation you will be offered specific training for your position and a mentor for your first work session.

We sincerely hope that even if you do not choose to donate your time to Animal Humane as a volunteer, you will continue to support our efforts to assist New Mexico's homeless pets.

Please visit our website for further information.

Sincerely,

Jaclyn Sinclair  
Volunteer Services and Outreach Manager  
(505) 938-7877  
[jaclyns@animalhumanenm.org](mailto:jaclyns@animalhumanenm.org)



## Table of Contents

Animal Humane Mission Statement	3
Programs and Services	4
Volunteer Opportunities	4 - 8

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### Animal Humane Mission Statement

The Mission of Animal Humane is to improve the lives of companion animals through sheltering, adoption, community education, providing quality veterinary services to families in need and programs that reduce pet overpopulation.

### Animal Humane Profile

*While we are concerned with the welfare of all animals, we realize that to be effective, we must limit our focus. Therefore Animal Humane chooses to focus on domestic animals*

- Animal Humane | New Mexico is a 501 (c)(3) non-profit organization founded in 1965.
- Animal Humane is a member of the Humane Society of the United States, the American Humane Association and the New Mexico Federation of Animal Care and Control Agencies.
- Animal Humane is governed by a volunteer Board of Directors. The Board employs a paid Executive Director who is responsible for managing Animal Humane operations. Animal Humane currently employs over 70 individuals.
- Volunteers are a vital part of the Animal Humane family. Approximately 300 volunteers work in a variety of capacities to assist staff in meeting organizational goals and objectives.
- Annually, Animal Humane serves over 10,000 dogs and cats.

# Animal Humane Services and Programs

## **Clinic**

Full service veterinarian services for qualifying low income clients

Monthly Shot Clinics for all pet owners

Euthanasia Services

## **Adoptions**

Meet-Your-Match<sup>tm</sup> and SAFER<sup>tm</sup> Tested Dogs

Main Campus and Satellite Adoption Services

Mobile Unit Adoptions Services

Lost and Found Services

Pet Microchip Identification

## **Volunteer Services**

Adult (18 and over) Volunteer Program

CNMCC and UNM Service Learning Program

## **Outreach Services**

Shelter Tours

Classroom Presentations

Speakers for Adult Groups

## **Animal Care**

Foster Care Program

Behavior Enrichment

Rehabilitation and Helpline

## **Development**

Fundraising Events

Media Promotions

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## Volunteer Opportunities

***Animal Humane accepts volunteers 18 years of age and older. All volunteers must attend a New Volunteer Orientation. Except for certain administrative positions, Volunteers must be able to stand, walk, bend, twist and lift fifty (50) lbs.; speak, read and write in the English language; and complete the training required for their positions. The following positions are categorized by department:***

### **ADMINISTRATION**

**Reception Assistant** – Staffs reception desk in lobby during lunch hours and staff leave time; assists staff receptionist with telephone, in person reception inquiries and office tasks.

**Training Required:** New Volunteer Orientation

**Office Assistant** – Assists Administrator with general office tasks such as filing, copying, mail preparation, etc.

Training Required: New Volunteer Orientation

**Volunteer Services Assistant** – Assists Volunteer Manager and Coordinator with office and supervisory tasks relating to recruitment and training of volunteers.

Training Required: New Volunteer Orientation

**Outreach Team Volunteer** – Gives presentations in the community about Animal Humane programs and services and the importance of spaying and neutering pets; promotes humane animal care in schools; staffs volunteer booths at conferences and fairs; conducts tours of our Main Campus.

Training Required: New Volunteer Orientation, Outreach Training

### **Marketing Volunteers**

**Media-Featured-Pet Written Submission Coordinator** – Writes profiles of pets to submit for media outlets.

**Production Assistant** – Assists in producing marketing collateral.

**Graphic Design Assistant** – Supports the Marketing Specialist by designing pet flyers and updating website media pet features.

**Animal Humane Archivist** – Scrapbook printed articles, ads, and columns about Animal Humane for monthly reference.

Training Required: New Volunteer Orientation

**Dog House Donation Box Carrier** – Helps raise money to support operations by developing a route of businesses where donation boxes can be placed, picking up, replacing and returning boxes to Animal Humane campus.

Training Required: New Volunteer Orientation

**Special Events Volunteer** – Assists with major annual fundraising events such as Cookie Campaign, Art for the Animals and Doggie Dash and Dawdle.

Training Required: Day of event

### **ADOPTIONS**

#### **Main Campus Adoptions Volunteers**

##### **Intake Greeter**

Greet and assist customers who have to surrender their pets.

Training Required: New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

##### **Adoptions Greeter/MYM Survey**

Greet and assist customers seeking to adopt a cat or dog. Help them complete the Meet-Your-Match survey for dogs and issue a hall pass. Direct potential adopters to the kennels and cattery.

Training Required: New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

### **Adoption Completion**

Review contents of adoption folder with adopters and answer questions about medical history, vaccinations and post adoption services.

Training Required: New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

### **Call Backs**

Telephone adopters for a progress report about an animal they recently adopted.

Training Required: New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

### **Lost and Found Animals**

Maintain Lost/Found Board in Adoptions and Lost/Found book. Assist customers looking for a lost pet or reporting a found animal.

Training Required: New Volunteer Orientation, Safe Animal Handling, Adoptions Front Desk

### **CAT! Program Volunteer**

Assist CAT! Program Coordinator with paperwork, cleaning and transport of cats to our CAT! Program locations for adoption.

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training

### **Satellite Coordinator Volunteer**

Assist Satellite Coordinator with paperwork, loading dogs and cats into crates and transporting these pets to our Montgomery and Corrales Adoption Centers.

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels and Cattery, Adoptions Front Desk, Life Skills for Dogs 101, Cat Socialization Training

### **Satellite Adoption Center Volunteer**

Assists staff at Corrales or Montgomery Adoption Centers by walking dogs, socializing cats, cleaning, greeting the public, showing pets and providing adoptions support.

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels, Animal Care Cattery, Adoptions Front Desk, Life Skills for Dogs 101, Cat Socialization Training

## **ANIMAL CARE AND HANDLING**

**Animal Care Assistant** – Assists with cleaning and other tasks which provide care, comfort and enrichment to pet residents in the doggie dorms, cat condos or cat house.

Training Required: New Volunteer Orientation, Safe Animal Handling

**Dog Walker Level One** – Provides enrichment and training for our canine residents which have lower energy and are easier to manage; assists potential adopters.

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels, Adoptions Front Desk, and Life Skills for Dogs 101

**Dog Walker Level Two** – Provides enrichment and training for all canine residents, including those with high energy which can be more difficult to train or manage; assists potential adopters. (Requires approval of the Behavior and Training Department.)

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels, Adoptions Front Desk, Life Skills for Dogs 101

**Off Site Dog Walker** – Assists with enrichment activities such as monthly Big Dog Outings or other group dog walking, Mobile and other adoption events which take place away from the Animal Humane main campus. (Requires approval of the Behavior and Training Department.)

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Kennels, Adoptions Front Desk, Life Skills for Dogs 101

**Animal Handler for Media Appearances** – Assists Marketing staff weekly by preparing animals and handling them during radio and TV appearances.

Training Required: New Volunteer Orientation, Safe Animal Handling, Life Skills for Dogs 101 and Off- Site Skills

**Cat Socializer Level One** – Provides enrichment, socialization and training for easier-to-handle cats and kittens in the main cattery and the Robbie Jones Memorial Cat House.

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training

**Cat Socializer Level Two** – Provides enrichment, socialization and training for all cats and kittens in the main cattery and the Robbie Jones Memorial Cat House, including those which are shy or overly aroused (requires approval of Behavior and Training Department).

Training Required: New Volunteer Orientation, Safe Animal Handling, Animal Care Cattery, Adoptions Front Desk, Cat Socialization Training

## **VETERINARY CLINIC**

**Recovery Volunteer** – Monitors progress of recovery, cleans kennels and provides comfort and compassionate care to family pets following surgery.

Training Required: New Volunteer Orientation, Safe Animal Handling, Clinic volunteer training. (Life Skills for Dogs 101 and Cat Socialization Basics strongly recommended.)

**Feral Cat Recovery Volunteer** – Closely observes and monitors recovery of feral cats following surgery, alerting staff to medical changes.

Training Required: New Volunteer Orientation, Safe Animal Handling, Clinic volunteer training. (Cat Socialization Basics strongly recommended.)

**Shot Clinic Volunteer** – Provides organization, information and customer service to clients bringing pets to bi-monthly vaccination clinics.

Training Required - New Volunteer Orientation, Safe Animal Handling

**Office Assistant** – Assists clinic staff with phones, filing and records management.

Training Required: New Volunteer Orientation, Safe Animal Handling

**RETAIL**

**Cashier** – Assists customers with item selection and check-out at Super Thrift Store.

Training Required: New Volunteer Orientation, Thrift volunteer training

**Merchandiser** – Receives donations delivered to Thrift store; sorts donated items, prices and displays them for sale.

Training Required: New Volunteer Orientation, Thrift volunteer training

**Delivery Truck Assistant** – Assists Thrift staff with pick up of large donated items and delivers door hangers.

Training Required: New Volunteer Orientation, Thrift volunteer training