



# Volunteer Services



Animal Humane  
NEW MEXICO

Getting Acquainted Handbook 2009

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 fill out the *Volunteer Application* and the *Background Authorization* form. We do a criminal background check on all volunteers to insure that we are working in a safe environment.

Next, call me at the number listed below to schedule an interview. During the interview we will discuss the positions that interest you and the needs of the organization. Be sure to bring your completed *Application* and *Background Check 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 9:00 a.m. to 12:00 noon, 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 web site for further information at [www.ahanm.org](http://www.ahanm.org).

Sincerely,

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



## 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 60 individuals.
- Volunteers are a vital part of the Animal Humane family. Approximately 200 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.

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# 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™ and SAFER™ Tested Dogs  
Main Campus 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

## **Humane Education**

Shelter Tours  
Classroom Presentations

## **Animal Care**

Foster Care Program  
Behavior Enrichment,  
Rehabilitation, and Helpline

## **Development**

Fundraising Events  
Media Promotions

## Volunteer Opportunities

*Animal Humane accepts volunteers 18 years of age and older. All volunteers must attend a New Volunteer Orientation. The following positions are categorized by department.*

### ***Adoptions***

Main Campus Matchmaker Volunteer

**Location of Position:** Main Campus

**Shift Time:** Any day between the hours of 10:00 a.m. - 6:00 p.m.

**Duties:** Greeting visitors and guiding customers back to the cattery and kennels. Removing dogs and cats from cages for customers to meet. Answering questions about Animal Humane adoption policies and procedures. Counseling adopters as to the appropriate choice of a new pet. Processing adoption paperwork, and providing information on our services and programs.

**Abilities and Skills preferred:** Good people and communication skills, patience, ability to handle dogs and cats, basic knowledge of animal traits and the ability to lift 50 pounds.

### Mobile Unit Matchmaker Volunteer

**Location of Position:** Mobile Unit location (varies)

**Shift Time:** Fridays, Saturdays and Sundays from 9:300 a.m. - 12:30p.m. and 12:30 p.m. — 3:30p.m. Other days and times by special notice.

**Duties:** Exercising the dogs. Greeting visitors and guiding customers into the Mobile Unit. Removing dogs and cats from cages for customers to meet. Answering questions about our adoption policies and procedures. Counseling adopters as to the appropriate choice of a new pet. Processing adoption paperwork and providing information on our services and programs.

**Abilities and Skills preferred:** Good people and communication skills, patience, ability to handle dogs and cats, basic knowledge of animal traits and the ability to lift 50 pounds.

***All Volunteer positions in the Adoption Department work closely with the animals and the general public.***

### Clinic

#### Recovery Assistant

**Location of Position:** Animal Humane Clinic - Main Campus

**Shift Times:** Monday through Friday from 8:00 a.m. - 11:00 a.m. and 10:00 a.m. - 2:00 p.m.

**Duties:** Working in a fast paced environment handling animals, monitoring animals' reactions to anesthesia/surgery and assisting medical staff as needed. Answering phones and greeting customers in the front office.

**Abilities and Skills preferred:** Ability to lift 50 pounds, ability to handle animals, comfortable working in surgical environment. Medical background helpful but not required. Good communication and customer service skills required.

### Animal Care

#### Animal Care Attendant

**Location of Position:** Animal Humane Kennels, Cattery—Main Campus

**Shift Times:** Monday through Sunday from 7:00am to 9:00am and between the hours of 10:00am and 6:00pm

**Duties:** Assist Animal Care staff in providing comfort to the animals by cleaning cages, feeding, refilling water bowls, insuring that every animal has a bed, blanket and approved toy; talking, reading or singing to the animals and sitting with them in their cages to relieve stress.

**Abilities and Skills preferred:** Ability to lift 50 lbs., basic knowledge of animal behavior, prior animal handling experience desirable, compassion for the animals a must.

### Foster Care Volunteer

**Location of Position:** Your own home

**Shift Time:** 24 hours a day for one day to two months or until the animal is ready for adoption.

**Duties:** Provide food, shelter, exercise and socialization for Animal Humane's foster animals.

**Abilities and Skills preferred:** Animal care and handling skills, ability and time to care for animal. Must have transportation to bring foster animal to the main campus for scheduled check-ups and to make the animals available at the main campus and mobile adoption sites to meet potential adopters.

***Foster Care Volunteers must complete the Foster Care Application and speak with the Foster Manager before fostering can begin.***

## **Thrift**

### Retail Assistant

#### **Location of Positions:**

Super Thrift Store - Main Campus

Paws and Shop - 7901 N. 4th Street NW

#### **Shift Times:**

*Super Thrift Store* - Monday through Sunday 10:00 a.m. - 6:00 p.m.

*Paws N Shop* - Monday through Sunday 10:00 a.m. - 4:00 p.m.

**Duties:** Work in thrift store processing incoming items, pricing, sorting, stocking and straightening merchandise, handling retail sales, working cash register, making change and sacking purchases (animal interaction, counseling adopters to the appropriate choice of a new pet and basic animal care will be required at the Paws N Shop store).

**Abilities and Skills preferred:** Good customer service skills, basic math skills and the ability to make change (ability to handle dogs and cats, basic knowledge of animal traits and ability to lift 50 lbs preferred for the Paws N Shop Store). Bi-Lingual skills a plus.

## **Development**

### Donation Box Carrier

**Location of Position:** Main Campus

**Shift Time:** Most routes require pick-up on a bi-weekly or monthly basis.

**Duties:** Work with the Development Director to arrange a regular pick-up schedule of filled donation boxes from

businesses. Exchange filled boxes for new boxes. Fill out site card and insert into filled box at time of pick up. Deliver filled donation boxes to Main Campus.

**Abilities and Skills preferred:** Reliable transportation a must. Good customer service and communication skills required.

### Special Events Volunteer

**Location of Position:** Varies

**Shift Time:** Shift time varies according to the time of the event.

**Duties:** Depending on event duties may be staffing an Animal Humane information table, checking guests in, handing out tickets, helping set up the event, helping take down the event and other duties assigned as needed.

**Abilities and Skills preferred:** Ability to lift 50 pounds, multi-task and have good communication and customer service skills.

**Animal Humane hosts a special event almost every month throughout the year. Most of these events require many volunteers to be successful. Many of our current Special Event Volunteers also have an additional volunteer position within the organization. Please see our website at [www.ahanm.org](http://www.ahanm.org) for a current schedule of upcoming events.**

### Administrative Assistant

**Location of Position:** Main campus

**Shift Time:** as needed, shifts vary between hours of 8:00am and 5:00pm.

**Duties:** computer data entry, filing, mailings, fill-in receptionist (when staff is on leave)

**Abilities and Skills preferred:** office skills including typing at least 50 wpm, accurate spelling, excellent people skills, proficiency with Microsoft Office programs and Internet, ability to handle multi-line telephone system and voice mail.