

## **Behavior and Training Department Shift: Volunteer Job Description**

The overall function of volunteering for the Behavior and Training Department shift is to provide assistance to the SHELTER NAME Behavior and Training Department Technicians with daily operations. Your dedication to this program allows us to create a happy, healthy, and enriching environment for SHELTER NAME pets. This role is a very active, hands-on role and is ideal for those that like to move around throughout their shift and interact with animals through training, playgroups, and behavior modification exercises.

Volunteering in the Behavior and Training Department involves the following:

- *Volunteers that register for Behavior and Training Department shifts must have completed up to Green or Purple Level Training.* SHELTER NAME Behavior Department staff may require that these volunteers complete additional training and/or quizzes as needed.
- *Promptly attend all shifts you have registered for through Volgistics.* Regular shift times are from 9 AM - 12 PM. Additional afternoon shifts may be added on an as-needed basis.
- *Report to the Behavior Technician on duty.* Report to and work alongside the scheduled Behavior Technician during your shift.
- *Maintain a positive attitude with all staff and volunteer peers.* Volunteering in the Behavior and Training Department is not to be considered a promotion or more advanced Dog Walking Level.
- *Provide dogs with regular playgroups, training, and behavior modification based on the needs of the Behavior and Training Department.* Dogs with the most urgent needs are listed under "Special Cases" on Trello. These dogs are most at-risk for behavioral deterioration.
- *Assist with volunteer handling evaluations.* Shelter Dog and Green Level evaluations are conducted monthly or as-needed.
- *Assist with the public training class program.* Offsite obedience classes are currently held at the LOCATION. You may be asked to travel to this location to assist as a Behavior Technician leads the class. Onsite classes include Advanced Tricks and Training and Canine Good Citizen evaluations.
- *Assist with conducting and recording the SHELTER NAME Shelter D.O.G.G. Assessment.* Become familiar with the SHELTER NAME Shelter D.O.G.G. assessment and exercise objectivity through qualitative scoring methods.
- *Understand Petpoint and regularly participate in data entry following each training session, playgroup, or behavior modification exercise.* Everything completed during a Behavior and Training Department shift must be documented into Petpoint through Care Activities, Behavior Tests, and Memos.

- *Answer phone calls, listen to voicemail, and write emails through the SHELTER NAME Behavior Helpline.* While Behavior Technicians will be consulted for answering advanced behavior and training questions, a volunteer may assist with general responses and voicemail documentation.
- *Abide by all rules set in place in regard to animal handling, as discussed during all Dog Handling Trainings.* Contact the Behavior Department Technicians or Volunteer Coordinator for questions in regard to animal handling restrictions.
- *Utilize interrupters (water bottles, compressed air, etc) safely and effectively.* These tools are not to be misused, used excessively, or used to cause harm to a dog. These tools are not to provide corrections for behavior during training, but may be utilized to manage hyperarousal and to break up dog fights during playgroups **exclusively**.
- *Understand and utilize defensive handling techniques and equipment.* Defensive handling must be exercised at all times when working with shelter dogs.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_