**Community Pantry Partner Liaison**

**Community Engagement – GSC/OSC/ESC**

# Volunteer Activity Description

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**Overview and Importance to the San Diego Humane Society’s Mission:** The Community Pet Pantry provides essential pet food and other pet resources to thousands of struggling pet families every month. Through strategic partnerships with human-service organizations, we are able to further expand our reach to underserved communities. This position will act as intermediary between the Community Pet Pantry and partner organization to facilitate needs and strengthen the relationship.

**Program Coordinator:** Quinn Douglas-Hiley, Community Pet Pantry Supervisor, Email: qdouglas-hiley@sdhumane.org, Phone: 619-299-7012, x2105.

**Time Commitment:** This will depend on the size of the partner group and their ongoing needs. Minimum of 1 shift per month, 3 hours per shift, to be coordinated with Quinn.

**Location:** Communications will take place from home and travel will be to/from the assigned partner site and the Community Pet Pantry.

**Training:**

*Required Prior to volunteering*

* Attend New Volunteer Orientation
* Complete 1 warehouse bagging shift in the Community Pet Pantry
* Complete mentored shift/s with Quinn or designated volunteer
* Future training sessions may be required

**Volunteer Duties may include:**

* Act as intermediary for Community Pet Pantry and partner organization by corresponding with partners as needed.
* Identify and support partner organization needs, which will differ per group. Needs include scheduling weekend drop offs, requesting resource guides, hosting vaccine clinics, trainings, etc. Volunteers will communicate group needs to Quinn.
* Establish communication line to partner origination.
* Transport pet supplies and other SDHS resources to and from partner organization or individual recipients.
* Answer general questions about programs, products and services.
* Report any behavior that may jeopardize partnership or reflect negatively on San Diego Humane Society.
* Act as a mentor for new volunteers as requested by coordinator.
* Other duties as assigned.

**Requirements:**

* Genuine concern for human and animal welfare consistent with the Society’s philosophy.
* Ability to lift, pull, push, or carry up to 50 pounds.
* Be at least 18 years of age.
* Volunteers must use own vehicle and gas to transport pet supplies.
* Valid driver’s license and proof of insurance.
* Have an e-mail account and reliable access to the internet. Utilize both to schedule your shifts and stay up to date on changes in your role.
* Willingness to act professionally at all times when representing San Diego Humane Society.
* Willingness to learn about animals and how to properly and humanely interact with them.
* Ability to meet volunteer assignments promptly, reliably, and with flexibility.
* Ability to read, write and speak English and possess good guest relations skills.
* Be a positive, self-motivated, mature, responsible, and sensitive team player.
* Ability and willingness to follow directions and receive constructive criticism. Your coordinator will coach, counsel, and reevaluate as necessary.
* Partner Liaison volunteers may be exposed to sensitive issues like poverty and relinquishment. Therefore, volunteers must display a respectful, sensitive, and compassionate attitude with partners, clients, staff, and other volunteers.
* Ability to sit and/or stand for extended periods of time.

**Work Environment**: Work environment may include exposure to outside weather conditions, noise, odors, cleaning products and slippery and uneven surfaces. Volunteers may be exposed to disease agents (precautions covered in training).

**Dress Code:** Volunteers are required to wear full length pants, closed toe sturdy shoes, volunteer t-shirt and nametag at all times.