

# Roanoke Valley SPCA

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## VOLUNTEER JOB DESCRIPTIONS



Roanoke Valley SPCA Community Engagement Coordinator

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**This handbook is organized in Alphabetical Order and includes descriptions for the following volunteer roles at the Roanoke Valley SPCA:**

1. Canine Enrichment – Green Level 1
2. Canine Enrichment – Purple Level 2
3. Canine Enrichment – Orange Level 3
4. Community Cat Crew Trapper
5. Critter Cab Transport
  - a. Community Cat Crew Transport
6. Dot's Drive Thru Support
7. Feline Enrichment – Green Level 1
8. Feline Enrichment – Purple Level 2
9. Feline Enrichment - Orange Level 3 / Cat Condo Cleaning Crew
10. Front Office Assistant *(available to Board members only)*
11. Hannah and Friends Puppy Room Helper
12. Humane Education Assistant
13. Language Interpreter Volunteer
14. Miscellaneous Shelter Tasks
  - a. Foster Supply Prep
  - b. Cleaning and Sanitization
  - c. Landscaping and outdoor clean-up
  - d. Administrative help
  - e. And more
15. Pet Food Pantry Volunteer
16. Pet Haven Helpers
17. Pet Photographer
18. Pet Photography Assistant
19. Special (Events) Agent
20. Visiting Pets Program Volunteer



## Canine Enrichment Green Level 1 Volunteer Description

**Hours:** 1:00pm-3:30pm and 5:00pm-6:30pm on Monday through Saturday

**Purpose:** This position is designed to make sure adoptable dogs are given enrichment opportunities and quality time inside and outside of their kennels.

### Prerequisites:

- Volunteer orientation
- *This position is open to individual and family group volunteers.*

### Training Requirements:

- Green Level Canine Enrichment training online
  - [Fear Free Training:](#)
    - Module 1 Emotional Health
    - Module 2a Understanding and Recognizing Emotions
    - Module 2c How Dogs Communicate
  - [ASPCAPro Canine Body Language Webinar](#)
- Group training with the Intake, Foster, and Enrichment Coordinator or the Animal Care and Enrichment Coordinator

**Reports to:** Intake, Foster, and Enrichment Coordinator

### Essential Position Functions:

- Help staff get to know dogs' personalities based on your interactions with them
- Monitor dogs for signs of illness or distress and add notes for staff
- Follow Fear Free protocols
- Prepare enrichment items for dogs (frozen kong treats, snuffle mats, scent bottles, etc.)
- Dog socialization in the play yard or the meet and greet room with dogs that have **green level** tags on their kennel
- Walk dogs with **green level** tags
  - Use **green leashes** when walking dogs and wear **green lanyard** when at the shelter (these can be found by the volunteer lockers)
- Accurately monitor for signs of fear, anxiety, stress, and frustration during interactions and effectively communicate information to the Canine Foster, Intake, and Enrichment Coordinator and/or other staff as directed.
- Other duties as directed that lead to the enrichment of the lives of the animals in our care.



## Canine Enrichment Purple Level 2 Volunteer Description

**Hours:** Varies for onsite shifts. Field Trips available between 8am-12pm on Monday-Saturday mornings.

**Purpose:** This position is designed to help dogs be their best, most adoptable selves through enrichment and socialization, along with familiarizing them with sights/sounds and grooming that is common in a home.

### Prerequisites:

- **Green level 1** training must be completed
- Must have volunteered 20 hours with the dogs at **green level**.
- *Family volunteer groups with children 10-15 years old must receive staff permission for this level of training.*

### Training Requirements:

- Fear Free certification must be complete
- 1:1 training with Foster, Intake, and Enrichment Coordinator

**Reports to:** Foster, Intake, and Enrichment Coordinator

### Essential Position Functions:

- Everything Canine Companion volunteers can do but with dogs that have **purple level tags** on their kennel as well as **green level tags**
- Walk dogs that have **green or purple level tags** on their kennel door
  - Use **purple leashes when walking dogs** and wear **purple lanyards** when at the shelter (these are found by the volunteer locker)
- Socialization in kennel with shy dogs
- Grooming desensitization with dogs that have **green level** or **purple level tags** on kennel door
- Conduct Off-site Field Trips for approved adoptable dogs
- Other duties as directed that lead to the enrichment of the lives of the animals in our care.



## Canine Enrichment Orange Level 3 Volunteer Description

**Hours:** Mornings and Afternoons

**Purpose:** This position is designed to support dogs or puppies who are not available for adoption and need extra attention, training, or evaluation. They are also responsible for mentoring new volunteers in the Canine Enrichment program.

**Prerequisites:**

- Canine Enrichment Green Level and Purple Level Part 1 and 2 training must be complete.
- Must have volunteered over 50 hours in the dog rooms and be an active volunteer for at least 6 months.
- *This position is only open to individual volunteers. It is not available for Family groups.*

**Training Requirements:**

- Volunteers can join Orange Level through staff recommendation ONLY.
- Requires 1:1 training with Foster, Intake, and Enrichment Coordinator

**Reports to:** Intake, Foster and Enrichment Coordinator

**Essential Position Functions:**

- Everything **green level** and **purple level** Part 1 and 2 Canine Enrichment volunteers can do as well as interact with dogs that have **orange level** tags on their kennel door
- Walk dogs that have **green, purple, and orange level** tags on their kennel door
  - o Use **orange leashes** when walking dogs and wear **orange lanyards** when at the shelter (these are found by the volunteer locker)
- Handle puppies and dogs at adoption events on their own
- Lead Canine Companion volunteer training sessions
- Directly assist and independently execute (after being trained by the Canine Foster, Intake, and Enrichment Coordinator) behavior modification activities on specific activities. These may include, but are not limited to:
  - o Teaching appropriate play
  - o Food puzzles
  - o Introducing new toys
  - o Desensitization to novel stimuli and/or counterconditioning to negative stimuli (new people, noises, movement, etc.)
  - o Brushing/bathing
- Interact with dogs under evaluation (not yet adoptable) **at Canine Coordinator's discretion**



- Start new training with dogs
  - o Harness training
  - o Clicker training
  - o Muzzle training (if needed)
- Assist the Intake, Foster and Enrichment Coordinator with advanced enrichment and desensitization tasks that require two people including restraint and/or distraction.
- Other duties as directed that lead to the enrichment of the lives of the animals in our care.



## Community Cat Crew Trapper Volunteer Description

**Hours:** Vary depending on the trapping location. Typically early morning (6AM-7:30AM) or evening around sunset (varies depending on the time of year).

**Purpose:** This position is designed to lower the number of kittens born outside, improve the lives of outdoor cats in our community, and build relationships within our community.

**Prerequisites:**

- Volunteer orientation
- *For family volunteer groups, all children should be 12+ years old (or receive staff permission).*

**Training Requirements:**

- Safe Driving review
- In-person Community Cat Crew Training class
- One-on-one training with an experienced Community Cat Crew Trapper Volunteer

**Reports to:** Pet and Animal Welfare Support (PAWS) Coordinator

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Understands that this is a TNR (Trap-Neuter-Return) program and not a rehoming program for cats
- Ability to adhere to safety protocols when handling unknown animals
- Comfortable walking through unsteady terrain
- Comfortable driving a 12-person van (transport van)
- Ability to lift up to 30 lbs
- Other duties as directed that help outdoor cats and the people who care for them!



## Critter Cab Transport Volunteer Description

**Hours:** Time and length of shifts vary

**Purpose:** This position is designed to help animals get where they need to be. This might include taking an animal to an off-site vet appointment or helping with transferring an animal into the Roanoke Valley SPCA from another shelter.

**Prerequisites:**

- Valid Virginia driver's license.
- *This position is only open to individual volunteers. It is not available for Family groups.*

**Training Requirements:**

- Safe Driving review
- one-on-one training with an appropriate staff member

**Reports to:** Pet and Animal Welfare Support (PAWS) Coordinator

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Ability to adhere to safety protocols when handling unknown animals
- Comfortable driving a 12-person van (transport van) between Roanoke-Christiansburg
- Ability to lift up to 30 lbs
- Other duties as directed that help animals and the people who care for them!
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## Community Cat Crew Transport Volunteer Description

**Hours:** Transport to Mountain View Humane vet clinic takes place 7:30am-9:30am but the day might vary. Transport from Mountain View Humane vet clinic takes place 3:30pm-5:30pm but the day might vary.

**Purpose:** This position is designed to help our Community Cat Crew lower the number of kittens born outside, improve the lives of outdoor cats in our community, and build relationships within our community.

**Additional Position Functions (on top of the ones above):**

- Understands that this is a TNR (Trap-Neuter-Return) program and not a rehoming program for cats





## Dot's Drive-Thru Support Volunteer Description

**Hours:** The second Sunday of the month from 11:30am-2:30pm

**Purpose:** This position is designed to assist with registering guests and handing out supplies during our monthly pet food pantry. We are able to provide this assistance because of a generous gift left to the Roanoke Valley SPCA by long-time friend, Dorothy Hannaford, who went by the name "Dot".

**Prerequisites:**

- None
- *This position is open to individual and family group volunteers.*

**Training Requirements:** None

**Reports to:** Pet and Animal Welfare Support (PAWS) Coordinator

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Ability to carry up to 40lbs
- Comfortable walking and being on your feet for several hours
- Help people fill out the paperwork
  - o In an effort to help as many families as possible, there is no complex paperwork to fill out. Staff and volunteers will ask the pet guardians to fill out a simple ticket with basic pet information - including how many cats and dogs are in the recipient's household, and the weights of the dogs.
- Able to simple math (with assistance of a calculator)
  - o Calculate the amount of food needed based on number of animals
- Understand that if you choose to take photos while volunteering for Dot's, you cannot include pet food pantry customers in your photos.
  - o Do not ask for customers' permission to be in photos either; they are coming to us for help and might feel pressured to say 'yes' even if they would rather say 'no.'
- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve



## Feline Enrichment Green Level 1 Volunteer Description

**Hours:** 10:30am-12:00pm and 5:00pm-6:30pm on Monday through Saturday, and 10:30am-12:00pm and 2:00pm-3:30pm on Sundays

**Purpose:** This position is designed to make sure adoptable cats and kittens are given enrichment opportunities and quality time inside and outside of their kennels.

### Prerequisites:

- Volunteer Orientation
- *This position is open to individual and family group volunteers.*

### Training Requirements:

- Level 1 Feline Enrichment training online
  - [Fear Free Training](#):
    - Module 1 Emotional Health
    - Module 2a Understanding and Recognizing Emotions
    - Module 2b How Cats Communicate
  - Kitten Lady: appropriate play training lesson at <https://www.kittenlady.org/biting>
- group training with the Intake, Foster, and Enrichment Coordinator or the Animal Care and Enrichment Coordinator

**Reports to:** Intake, Foster, and Enrichment

### Essential Position Functions:

- Help staff get to know cats' personalities based on your interactions with them
- Monitor cats for signs of illness or distress and add notes for staff
- Follow Fear Free protocols
- Prepare enrichment items for cats (fumble boards, box toys, toilet paper roll treat puzzles, scent mats)
- Reading to cats
- Kitten socialization in their condo, an x-pen, or the meet and greet room as permitted (this will be noted in Emotional medical record)
- Approved adoptable cat socialization in their condo, an x-pen, or the meet and greet room as permitted (this will be noted in Emotional medical record)
- Accurately monitor for signs of fear, anxiety, stress, and frustration during interactions and effectively communicate information to the Feline Foster, Intake, and Enrichment Coordinator and/or other staff as directed.
- Other duties as directed that lead to the enrichment of the lives of the animals in our care.



## Feline Enrichment Purple Level 2 Volunteer Description

**Hours:** 10:30am-12:00pm and 5:00pm-6:30pm on Monday through Saturday, and 10:30am-12:00pm and 2:00pm-3:30pm on Sundays

**Purpose:** This position is designed to help cats be their best, most adoptable selves through enrichment and socialization, along with familiarizing them with sights/sounds and grooming that is common in a home.

**Prerequisites:**

- Level 1 in-person training must be completed
- Must have volunteered 10 hours in the cat rooms at Level 1
- *Family volunteer groups with children 10-15 years old must receive staff permission for this level of training*

**Training Requirements:**

- Complete Fear Free training online
- 1:1 training with the Foster, Intake, and Enrichment Coordinator

**Reports to:** Foster, Intake, and Enrichment Coordinator

**Essential Position Functions:**

- Everything Feline Friendly volunteers can do
- Socialization in condo with shy cats
- Higher level enrichment activities with adoptable cats (fumble boards, box toys, toilet paper roll treat puzzles, scent mats)
- Work on kennel presentation with adoptable cats (treat at gate)
- Training basics for cats who are already learning skills with staff/higher level volunteers
  - o Harness training
  - o Clicker training
- Can assist Feline Enrichment Lead volunteers or Feline Coordinator with more advanced training/enrichment at their discretion
- Other duties as directed that lead to the enrichment of the lives of the animals in our care.



## Feline Enrichment Orange Level 3 / Cat Condo Cleaning Crew Volunteer Description

**Hours:** Mornings from 8:30am to 10:30 (approximately; times can vary depending on number of cats and volunteers).

**Purpose:** This position is designed to ensure cats in our care are being properly taken care of, having their emotional needs met, and that our cat rooms follow proper sanitization protocol to keep our cats as healthy as possible.

### Prerequisites:

- Volunteer orientation
- *Family volunteer groups with children 10-15 years old must receive staff permission for this level of training*

### Training Requirements:

- Complete Fear Free training online
- Sanitization protocol review
- 1:1 training with the Animal Care and Enrichment Coordinator
- Shadow experienced Cat Condo Cleaning member for 1 shift

**Reports to:** Animal Care and Enrichment Coordinator

### Essential Position Functions:

- Help staff get to know cats' personalities based on your interactions with them
- Monitor cats for signs of illness or distress and add notes for staff
- Follow Fear Free protocols
- Ensure every cat is set up with:
  - o Clean litterbox with the litter of their preference
  - o Fresh water bowl
  - o Fresh food bowl
  - o Toys and clean blankets
- Clean and sanitize the cat rooms and supplies to help lower chance of illnesses
  - o Wipe down carrier with Rescue after each cat
  - o Sweep/mop Lucky Cat Room and Spunky's Space floors
  - o Wash dishes and litter pans in sanitizing dishwasher
  - o Remove soiled laundry
  - o Take out garbage
  - o Wipe down surfaces throughout with Rescue
- Other duties as directed that lead to the enrichment of the lives of the animals in our care



## Front Office Assistant Volunteer Description

**Hours:** Monday through Saturday, in the mornings before front desk staff arrive. Shifts are typically between 8:00am-12:00pm.

**Purpose:** This position is designed to help provide excellent customer service to visitors to the shelter, answer phones, and direct calls during the morning hours before Adoption staff arrive.

**Prerequisites:**

- Volunteer orientation
- **This position is only open to current and former RVSPCA Board members!**

**Training Requirements:**

- One-on-one training with the Front Office and Adoption Coordinator

**Reports to:** Front Office and Adoption Coordinator

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Strong knowledge of the Roanoke Valley SPCA's Pet Retention Programs
  - o Pets Eat Too
  - o Dot's Thrive-Thru
  - o Companion Animal Relief Fund
  - o Judith Goins Behavior Assistance Program
  - o Community Cat Crew
  - o Mountain View Humane low-cost spay/neuter clinic
- Familiarity with staff roles so you can appropriately direct calls
- Comfortable talking on the phone and to members of the public
- Ability to use Google Calendar
- Ability to lift up to 30lbs recommended but not required (you can ask staff for help with carrying donated items!)
- Other duties as directed that lead to the enrichment of the lives of the animals in our care and the community members we serve



## Hannah and Friends Puppy Room Helper Volunteer Description

**Hours:** Mornings at 9:00am to 11:30am. Length varies depending on number of dogs.

**Purpose:** This position is designed to ensure the small dogs and puppies in our care are being properly taken care of and that our **Hannah and Friends Small Dog Room** follows proper sanitization protocol to keep our small dogs and puppies healthy.

### Prerequisites:

- Volunteer orientation
- *Family volunteer groups with children 10-15 years old must receive staff permission for this level of training*

### Training Requirements:

- Complete Fear Free training online
- Sanitization protocol review
- 1:1 training with the Animal Care and Enrichment Coordinator
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**Note:** Hannah and Friends Helpers are paired with an Animal Care Staff member for each shift.

**Reports to:** Animal Care and Enrichment Coordinator and Animal Care Staff

### Essential Position Functions:

- Help staff get to know dogs' personalities based on your interactions with them
- Monitor dogs for signs of illness or distress and add notes for staff
- Follow Fear Free handling protocols to help lower fear, anxiety, stress, and frustration in dogs
- Ensure every dog is set up with:
  - Clean Kuranda bed
  - Fresh water bowl
  - Fresh food bowl
  - Open Paw cup on outside of kennel
- Clean and sanitize the canine kennels and supplies as directed to help lower chance of illnesses
- Assist with dirty dishes, including washing, sanitizing, drying, and putting away in designated location
- Other duties as directed that lead to the enrichment of the lives of the animals in our care



## Humane Education Assistant Volunteer Description

**Hours:** Time, location, and length of shifts vary depending on the event

**Purpose:** This position is designed to help educate our community about animal behavior, care, and welfare so that people have the tools to make compassionate, informed, and responsible decisions about their pets. This knowledge can help lower the number of animals brought into animal shelters by helping people pursue pet training and vet services like spay/neuter.

**Prerequisites:**

- Volunteer orientation
- *Family volunteer groups with children 10-15 years old must receive staff permission for individual Education events. Not all are appropriate for family volunteer groups.*

**Training Requirements:**

- One-on-one training with the Community Engagement Coordinator or Humane Education Assistant

**Reports to:** Community Engagement Coordinator

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Strong knowledge of the Roanoke Valley SPCA's Pet Retention Programs
  - o Pets Eat Too
  - o Dot's Thrive-Thru
  - o Companion Animal Relief Fund
  - o Judith Goins Behavior Assistance Program
  - o Community Cat Crew
  - o Mountain View Humane low-cost spay/neuter clinic
- Comfortable talking to the public
  - o Presentation to small groups
  - o Talking 1:1 with attendees
- Comfortable working with people of all ages and abilities
  - o This includes children in grades K-6, individuals with disabilities, or individuals who do not speak English as their primary language
- Organized
  - o Prep documents and other supplies for events as needed
  - o Take inventory of Humane Education supplies and restock as needed



- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve

## Language Interpreter Volunteer Description

**Hours:** Time, location, and length of shifts vary depending on the needs of the shelter visitor

**Purpose:** This position is designed to assist visitors interested in adopting a pet or needing pet retention services when language is a barrier.

**Prerequisites:**

- Volunteer orientation
- *This position is only open to individual volunteers. It is not available for Family groups.*

**Training Requirements:**

- One-on-one training with the Marketing Director or Community Engagement Coordinator
- one-on-one training with Front Office and Adoption Supervisor

**Reports to:** Marketing Director, Community Engagement coordinator, or Front Office and Adoption Supervisor depending on their role

**Essential Position Functions:**

- Comfortable translating between English and your other spoken language, in person or via phone
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley's SPCA's mission and goals
- Strong knowledge of the Roanoke Valley SPCA's Pet Retention Programs
  - Pets Eat Too
  - Dot's Thrive-Thru
  - Companion Animal Relief Fund
  - Judith Goins Behavior Assistance Program
  - Community Cat Crew
  - Mountain View Humane low-cost spay/neuter clinic
- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve





## Miscellaneous Shelter Tasks Volunteer Description

**Hours:** Flexible

**Purpose:** This position is designed to support our shelter staff with a variety of needs around the building!

**Prerequisites:**

- Volunteer Orientation
- *Family volunteer groups with children 10-15 years old must receive staff permission for individual tasks. Not all are appropriate for family volunteer groups.*

**Training Requirements:**

- One-on-one training with an appropriate staff member

**Reports to:** Community Engagement Coordinator and other appropriate staff members

**Essential Position Functions:**

- A can-do attitude and willingness to help with a variety of tasks!
- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley's SPCA's mission and goals
- Comfortable carrying up to 10 lbs

**Position Functions that will vary! They can include:**

- Cleaning and putting away travel crates and humane traps
- Cleaning RVSPCA Transport vans
- Prepping supplies for foster animals, including bagging food and litter
- Sorting through donations
- Preparing cat scratchers, dog Kongs, or other enrichment supplies
- Stuffing envelopes for mailed items
- And more!



## Pet Food Pantry Volunteer Description

**Hours:** Mondays from 10:00am-11:30am and 2:00pm-3:00pm

**Purpose:** This position is designed to assist with preparing and transporting pet food for our partnership with Meals on Wheels. Meals on Wheels is a non-profit that provides food for homebound humans, and by working with us, can provide food for their pets as well!

**Prerequisites:**

- None
- *This position is open to individual and family group volunteers.*

**Training Requirements:**

- Safe Driving overview if you are transporting food

**Reports to:** Pet and Animal Welfare Support (PAWS) Coordinator

**Essential Position Functions:**

- Valid Driver's license if you are transporting food. Not required for preparing food!
- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Ability to carry up to 10lbs
- Comfortable walking and being on your feet for several hours
- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve



## Pet Haven Helper Volunteer Description

**Hours:** Time and length of shifts vary

**Purpose:** The hardest part of pet ownership is saying goodbye to our beloved fur friends. This position is designed to help us show love and respect for our community members and their departed animal companions who have found a final resting place at Pet Haven Memorial Gardens pet cemetery.

**Prerequisites:**

- None.
- *This position is open to individual and family group volunteers. This position is one to one-time volunteers and corporate groups.*

**Training Requirements:** None

**Reports to:** Community Engagement coordinator

**Essential Position Functions:**

- A kind and respectful attitude towards the items, headstones, and visitors at Pet Haven
- Ability and comfortability to use gardening tools
- Ability to lift up to 30 lbs
- Ability to be on your feet for long periods of time
- Other duties as directed that help maintain Pet Haven Memorial Garden



## Pet Photographer Volunteer Description

**Hours:** Hours vary. Mornings preferred

**Purpose:** This position is responsible for capturing great photos (AKA glamour shots) of the adoptable animals so that they draw in adopters and find homes. This is done by understanding what makes a good photo and working with the animal in their comfort zone to creatively get those photos.

**Prerequisites:**

- Volunteer orientation
- Photography experience is preferred for Photographers but not needed for Assistants.

**Training Requirements:**

- Fear Free certification online
- 1:1 training with the Marketing Director

**Reports to:** Marketing Director and Community Engagement Coordinator

**Essential Photographer Position Functions:**

- Help staff get to know cats' and dogs' personalities based on your interactions with them
- Monitor animals for signs of illness or distress and add notes for staff
- Follow Fear Free protocols
- Comfortable using a camera
- Understanding of lighting to create a flattering photo
- Organized
- Other duties as directed that lead to the enrichment of the lives of the animals in our care



## Pet Photographer Assistant Volunteer Description

**Hours:** Hours vary. Mornings preferred

**Purpose:** This position is responsible for capturing great photos (AKA glamour shots) of the adoptable animals so that they draw in adopters and find homes. This is done by understanding what makes a good photo and working with the animal in their comfort zone to creatively get those photos.

**Prerequisites:**

- Volunteer orientation
- Canine Enrichment Green Level 1 training
- Feline Enrichment Green Level 1 training

**Training Requirements:**

- No additional requirements

**Reports to:** Marketing Director and Community Engagement Coordinator

**Essential Assistant Position Functions:**

- Help staff get to know cats' and dogs' personalities based on your interactions with them
- Monitor animals for signs of illness or distress and add notes for staff
- Follow Fear Free protocols
- Advocate for cats and dogs who are displaying signs of Fear, Anxiety, and Stress
- Interact with dogs and cats as directed by the Photographer or Staff
- Ability to adhere to safety protocols when handling unknown animals
- Ability to lift up to 10 lbs
- Assemble backdrops, props, and other items as directed by the Photographer
- Other duties as directed that lead to the enrichment of the lives of the animals in our care



## Special (Events) Agent Volunteer Description

**Hours:** Time, location, and length of shifts vary depending on the event

**Purpose:** This position is designed to help out with all the missions outside of and in-between our other volunteer roles! This could include helping with off-site adoption events, fundraising events, community outreach, or activity prep and setup. Tasks might include transporting animals to and from the shelter, handing out information, selling RVSPCA merchandise, and more. The Roanoke Valley SPCA sponsors or participates in many special events.

**Prerequisites:**

- Volunteer orientation
- *This position is open to individual and family group volunteers (Specific age requirements might vary depending on the event).*

**Training Requirements:**

- Varies on the event; sometimes can require valid Virginia driver's license

**Reports to:** Community Engagement Coordinator or Humane Education Assistant

**Essential Position Functions:**

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals

**Position Functions that will vary:**

- Ability to carry up to 40lbs
- Comfortable walking and being on your feet for several hours
- Ability to adhere to safety protocols when handling unknown animals
- Comfortable talking to the public
  - o Presentation to small groups
  - o Talking 1:1 with attendees
- Comfortable working with people of all ages and abilities
  - o This includes children in grades K-6, individuals with disabilities, or individuals who do not speak English as their primary language
- Organized
  - o Prep documents and other supplies for events as needed
- Strong knowledge of the Roanoke Valley SPCA's Pet Retention Programs
- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve



## Visiting Pets Program Volunteer Description

**Hours:** Time, location, and length of shifts vary depending on the event

**Purpose:** This position is designed to help the Roanoke Valley SPCA connect with and serve our community by working hand-in-paw with our Canine Ambassador team. Help these good dogs visit local assisted living communities, schools, and more to help enhance the quality of life for their residents.

**Note:** Our RVSPCA canine ambassadors have been specifically recruited for this "job". Many of them have therapy dog experience and they are all very easy to work with. They are not adoptable dogs - they belong to some of our RVSPCA staff members and volunteers!

### Prerequisites:

- Volunteer orientation
- Valid Virginia driver's license
- *This position is open to individual and family group volunteers*

### Training Requirements:

- Safe Driving review
- One-on-one training with an experienced Visiting Pets volunteer.

**Reports to:** Community Engagement Coordinator

### Essential Position Functions:

- A kind and appropriate attitude towards members of our community who are in need
- Strong knowledge of the Roanoke Valley SPCA's mission and goals
- Strong knowledge of the Roanoke Valley SPCA's Pet Retention Programs
  - o Pets Eat Too
  - o Dot's Thrive-Thru
  - o Companion Animal Relief Fund
  - o Judith Goins Behavior Assistance Program
  - o Community Cat Crew
  - o Mountain View Humane low-cost spay/neuter clinic
- Comfortable talking to the public
  - o Presentation to small groups
  - o Talking 1:1 with attendees
- Comfortable working with people of all ages and abilities
  - o This includes children in grades K-6, individuals with disabilities, or individuals who do not speak English as their primary language



- Other duties as directed that lead to the enrichment of the lives of the animals and community members we serve