



# Georgina Animal Shelter and Adoption Centre Shelter Support Volunteer Job Description

## Position objective

To compassionately support the objectives of the Georgina Animal Shelter and Adoption Centre by aiding in some or all of the following departments as identified in the candidate's volunteer application. These areas include administration, animal care and facility upkeep, ensuring a safe, welcoming environment for every animal and visitor.

Participants will assist with various shelter duties in one or more of the following areas:

## Administration

- Scanning documents and updating pet files in the shelter's software program, Shelter Buddy
- Printing various documents (e.g. pet portfolios, kennel cards, animal welfare plans, medical records, daily observation sheets)
- Laminating documents
- Record keeping and filing
- Uploading photographs and videos into pet files or as directed
- Assisting with organizing and cleaning the administrative area
- Assisting with creating pet adoption marketing materials
- Learning and providing the appropriate responses to the most common public inquiries
- Reviewing and assisting with daily administration tasks as defined by the shelter's daily scheduling system and/or as directed by staff

## Cat care

- Cleaning and disinfecting cat housing including communal enrichment areas
- Light grooming (brushing, nail trims etc.) minimizing Fear Anxiety Stress (FAS) and using Fear Free methodology
- Feeding

- Administering medication (when directed to do so) minimizing FAS and using Fear Free methodology
- Cat socialization and enrichment following the five freedoms, Fear Free and FAS Shelter principles
- Encouraging exercise and play following the five freedoms, Fear Free and FAS Shelter principles
- General cat handling for procedures as directed by shelter staff (using Fear Free and FAS Shelter principles)
- Restocking cat room and enrichment area supplies
- Assisting with putting cats into carriers for transport minimizing FAS and using Fear Free methodology
- Record keeping (cage signage, observation sheets, Teams, Communication Board, Shelter Buddy etc.)
- Review, understand and adhere to the feline behaviour assessment program for the shelter

## **Dog care**

- Cleaning and disinfecting dog housing including communal enrichment/training areas
- Cleaning and disinfecting dog external areas (outdoor pens and kennels)
- Grooming (brushing, bathing etc.) minimizing FAS and using Fear Free methodology
- Feeding
- Administering medication (when directed to do so) minimizing FAS and using Fear Free methodology
- Dog socialization and enrichment following the five freedoms, Fear Free and FAS Shelter principles
- Training following the five freedoms, Fear Free and FAS Shelter principles
- Walking following the five freedoms, Fear Free and FAS Shelter principles
- Encourage exercise and play following the five freedoms, Fear Free and FAS Shelter principles
- General handling for procedures as directed by shelter staff minimizing FAS and using Fear Free methodology
- Restocking dog room and enrichment area supplies
- Assisting with putting dogs into carriers for transport minimizing FAS and using Fear Free methodology
- Record keeping (cage signage, observation sheets, Teams, Shelter Buddy etc.)
- Review, understand and adhere to the canine behaviour assessment program for the shelter

## Facility maintenance

- Dishes and litter boxes following the shelter's cleaning and disinfection SOP
- Laundry following the following the shelter's laundry SOP
- Vacuuming, sweeping and moping following the shelter's cleaning and disinfection SOP
- Cleaning and disinfection of shelter surfaces such as doors, windows, tables following the shelter's cleaning and disinfection SOP
- Restocking and organizing supply areas and alerting staff when stock is low
- Garbage disposal
- Assisting with unpacking orders
- Organizing and storing donations

## Qualifications

- A willingness to learn and comply with operational protocols as determined by the animal shelter.
- A background in animal husbandry/custodial services and/or administrative experience is desirable.

## Requirements

- Completion of the volunteer application
- Completion of the volunteer interview
- Completion of the volunteer orientation and training workshop at the animal shelter
- Completion of the Town of Georgina's volunteer onboarding training and associated documentation

## Commitment

- A commitment of at least two, three-hour shifts per month.

## Supervision

- Direct supervision is by shelter staff and the animal shelter supervisor. The animal shelter can be reached at [animal-control@georgina.ca](mailto:animal-control@georgina.ca) or 905-476-3457.