



## Volunteer Job Description

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### Cat Ambassador Volunteer

#### **Position Description:**

Cat Ambassador volunteers work directly with the wellness and shelter teams to help enrich the lives of our shelter cats. Volunteers in this position support shelter staff in the care and enrichment of our shelter cats, recognize when a cat is experiencing stress and take steps to intervene, spot clean kennels and refill water and food bowls as needed. Volunteers help in providing enrichment to all the shelter cats. Finally, volunteers in this role will act as Adoption Ambassadors using appropriate communication techniques to gather information about what the adopter is looking for in a pet and use that information to educate and assist adopters in choosing a pet.

#### **Meeting the PRC Mission:**

Volunteers in this role help contribute to PRC shelter cats' emotional, physical, and behavioral well-being. Volunteers help cats adjust to shelter life and keep them as stress free as possible and provide information for their adoption profile to help them get adopted. Volunteers in this role also help make the adoption process informative and fun and potentially increase adoptions by helping adopters find the right match for their lifestyle.

#### **Duties and Responsibilities:**

##### ***Cleaning/Enrichment:***

- Make sure water bowls are filled and cat litter boxes are clean.
- Following cat enrichment guidelines, make sure cats have appropriate toys for their age and that there is a cat scratcher on the kennel.
- Add or replace blankets and ensure blanket drawers are stocked.
- Recognize when a cat is under stress and use Fear Free techniques to make the cat feel more comfortable.
- Give cats that allow handling, out of kennel time in one of the Meet Right Meow Rooms.
- Take note of behavior, likes, and dislikes for their adoption profile.
- Assist with getting photos of cats for their adoption profile.
- Follow prepared enrichment schedule or be able to make the schedule with approved items.
- Utilize only approved enrichment toys and foods.
- Follow all safety protocols.
- Observe the cats to see if they are utilizing or destroying the item or have pushed it outside of their kennel.
- Prepare items as needed for the next day's enrichment.
- Clean enrichment area and carts.

***Adoptions:***

- Use the ADOPT system to provide information to the potential adopter about the cat they are inquiring about.
- Ask open ended questions and use active listening techniques to gather information on the type of pet the adopter is looking for.
- Provide information about other pets if the pet they initially inquired about does not seem to be a good fit.
- Provide adoption counseling to adopters and bring cats to the Meet Right Meow Room for adopter interaction.

**Qualifications:**

- Possess effective communication skills.
- Ability to understand, remember, and follow exact instructions and procedures.
- Ability to work independently as required by the volunteer assignment.
- Volunteers must complete the Feline Handling & Behavior 101, Feline History & Morphology 101, Enrichment 101, and Basic Medical Knowledge training and pass the final quizzes with an 80% or better.
- Volunteers must complete the Fear Free Shelter online training course.
- Volunteers must complete shadowing with current Cat Ambassador staff and/or volunteers. Completion is variable and staff will make the final call for advancement.
- Must complete the online Customer Service and Meet & Greet training and pass the final quiz with an 80% or better. (This is required for assisting with adoptions. Volunteers can complete this course at a later date but will not be able to assist with adoptions until it has been completed)

***Physical Qualifications:***

- Work around strong smells.
- Able to stand/walk for an extended time with frequent bending, stooping, and squatting.

**Expected Hours of Service:**

Cat Ambassador shifts are currently available 7 days a week from 9am – 12pm and 1pm – 5pm. Adoptions are only conducted Monday – Saturday at this time. Volunteers in this role are required to commit to a minimum of one shift every week.

**Reports to:**

Volunteer Manager, Shelter Team, Wellness Team

**Benefits:**

- Indoors/ Air conditioning
- Providing an enriching experience for our shelter cats.

- Seeing cats interact with toys and treats and spending one-on-one time with some of our smallest and cutest pets!