

# Cat Enrichment Team Lead Volunteer Position

### DESCRIPTION

The basic purpose of this role is to guide and retain volunteers for the Cat Enrichment Team. The volunteer lead will help to expand the volunteer base of the Cat Enrichment Team and will oversee volunteer retention initiatives.

### WORKING RELATIONSHIPS

The Cat Enrichment Team Lead reports to the Cat Programs Manager.

The Cat Enrichment Team Lead will be required to maintain positive relationships with the staff and various other volunteers (including other volunteer leads, mentors, fosters, etc.). The volunteer lead is expected to be positive and friendly when discussing APA with potential volunteers or members of the public.

### DUTIES AND RESPONSIBILITIES

- Work closely with other team leads and program managers to ensure cat enrichment needs are being met across all programs and locations
- Work with APA staff to assess volunteer needs and match volunteers with opportunities that suit their skills and interests
- Assist in recruiting, training, and managing new volunteers
- Assist in organizing volunteer groups and events
- Ensure that volunteers are supported and motivated
- Provide feedback and acknowledgement for volunteers
- Assist in organizing volunteer appreciation events
- Communicate with program managers to solve problems for the cat volunteer program
- Create and implement behavior and enrichment plans for cats in APA's care

### REQUIRED QUALIFICATIONS

- Completed APA volunteer orientation.
- Excellent people skills.
- Strong written and verbal communications skills.
- Strong work ethic and the desire to work as part of a team
- Commitment to maintain positive communication with all APA staff and volunteers
- Experience working with cats in a shelter environment preferred

### EXPECTATIONS

- Contribute to the success of Austin Pets Alive by leading a team through coordinating volunteers, resolving issues, communicating with staff and other team leads to get problems resolved and questions answered.
- Represent Austin Pets Alive! and lead in a polite, responsible, motivational and professional manner.
- Share and promote the culture, purpose, and objectives of APA! internally and publicly.
- Demonstrate respect and kindness towards our animals, staff, clients, donors, and other volunteers, treating each other with courtesy, sensitivity, tact, consideration, and humility.
- Value our role in ensuring the safety of each other, the animals, and the community.
- Recognize and congratulate the achievements of others.
- Endeavor to balance organizational and individual needs.

- Follow all procedures and protocols to the best of our ability at all times, promoting healthy and safe work practices during volunteer projects and training.
- Attend monthly leadership meetings as directed by leadership team, abiding by team agreements regarding attendance and participation.
- Attend Town Halls relating to your specific program.
- Be an active volunteer, using MyVolunteerPage to regularly record hours.
- Represent team concerns, challenges and wins by communicating leadership meeting items with team members. Always share feedback or concerns in a respectable manner.
- Strategically develop a list of team needs, including the number of members necessary, then proactively recruit and build a team to meet the needs of your program and organizational needs.
- Create a culture of civility within your team by refraining/discouraging gossip, negative speak about individuals or the organization, and general negative attitudes.
- Create and maintain a positive working relationship with reporting supervisor through communications and sharing all protocol, job description and training documents.
- Create and maintain a positive working relationship with other team leads, to ensure that all teams are working together for the good of Austin Pets Alive! and its animals
- Use APA! platforms and systems to manage team to centralize protocols and systems.
- Have written protocol on how to verify active team members, as well as how to recruit and train new members.
- Utilize good judgement and not publicly sharing confidential or sensitive information to those outside of leadership.
- Must embody APA!'s core values of innovation, respect, drive, resourcefulness, and inclusion
- Commitment to APA!'s customer experience expectations
- Willing and committed to working well with volunteers and staff in all roles
- All volunteers are expected to uphold by APA!'s Core Values when present on grounds and representing APA! publicly.

## **TIME COMMITMENT**

Approximately 10-15 hours weekly.

*Please note, all volunteer positions are unpaid and do not qualify for employee benefits.*