



Kitchener-Waterloo Humane Society

Position Description

POSITION: Adoption Cat Counsellor

REPORTS TO: Directly-Animal Care Staff Cat Coordinator
Indirectly- Volunteer Coordinator

POSITION SUMMARY:

The purpose of this volunteer position is to assist our Animal Care Department with the adoption of cats to their forever homes.

PRINCIPLE ACCOUNTABILITIES:

- Assist adopters with meet and greets with the adoption cats
- Gather all pertinent forms and hand to prospective adoptees, explain areas to be completed
- Answer adoption/cat care questions
- Answer any question concerning policies or procedures i.e. Return policies, Spay/Neuter procedures and Pet Insurance
- Maintain the upkeep & cleanliness of the assessment areas/cat condos
- Ensure safety measures and KWHS policies are implemented at all times
- Strong understanding of HS adoption procedures.
- Strong understanding of the Cat Adoption Survey.
- Knowledge of micro chipping
- Excellent Cat handling skills
- You must be able to follow direction.
- You must be able to work on your own.
- Must be comfortable interacting with people.
- Excellent oral and communication skills.
- Project a positive company image.
- A friendly outgoing manner with people
- Maintain confidentiality of all records.
- Photocopier

Effort:

- Observation and attentiveness

POSITION REQUIREMENTS:

Weekly commitment: 2 hours weekly, attend on-site and off-site adopt-a-thons

WORKING CONDITIONS:

- Maintain confidentiality of personal information
- Works in climate controlled temperature conditions.
- Working requiring the use of cleaning supplies/chemicals.
- Works in areas with strong odours, and high noise levels in regards to barking and other animals related noises.
- Exposure to dust and pet hair/dander.
- Works with some risk of injury on slippery floors.
- Exposed to bites, scratches, infections, and infectious diseases.
- Required to expend physical effort for a period of time, standing, bending and lifting.

VALUES:

The volunteers must demonstrate ability to work effectively with others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of volunteer work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

In addition to the duties listed above, the Centre expects the following of each volunteer: adhere to HS volunteer policies and procedures; works in a safe manner; acts as a role model within and outside the Centre; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; consistently reports for volunteer role on time prepared to perform duties of the position; participates in KWHS events as needed or required; and, completes other duties as assigned.

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the position. Rather, they are intended only to describe the general nature of the job.