

Job Description

Role:	<i>Dog Meet Facilitator</i>
Reports To:	<i>Volunteer Coordinator</i>
Supervises:	<i>Not applicable</i>
Classification:	<i>Volunteer</i>

York County SPCA Purpose:

The York County Society for the Prevention of Cruelty to Animals (YCSPCA) is a charitable organization dedicated to providing long-term human and animal services to residents of York County through programs that find permanent, loving homes for displaced and stray animals, help control animal population growth, investigate and prosecute cruelty offenders and educate the general public about animal wellness and safety.

Position Overview:

The Volunteer Dog Meet Facilitator plays a vital role in getting our adoptable dogs into their forever homes. This position involves introducing an approved adopter to our canine residents, one dog at a time. The dog meets will include the potential adopter, the dog they would like to meet, the volunteer Dog Meet Facilitator, as well as one other staff person. Potential adopters will be permitted to meet with several dogs during that time, until they hopefully find their perfect match. This position will be required to follow all guidelines for dog meets, outlined in the YCSPCA's Dog Meet standard operating procedure.

Dog meets will be held **every day of the week, including weekends between the hours of 12:00 p.m. – 4:00 p.m.**, for both big and small dogs. Volunteers will not be required to be available the entire 4 hours.

Essential Functions:

- Greet potential adopters and inform them of rules and safety protocols prior to the meet.
- Conduct dog meet with potential adopter according to YCSPCA Dog Meet SOP.
- Ensure potential adopter is safely and responsibly handling the dog.
- Ensure the well-being and comfort of the dogs during the meets.
- Follow established safety guidelines and protocols learned in dog walking classes for handling dogs inside and outside the shelter.
- Follow specific instructions for each dog's care and needs.
- Ensure that information on acclimation and introductions to other animals (if applicable) are shared with the potential adopter.
- Reports any changes in behavior or health concerns, as well as anything of note to shelter staff.
- Communicate with staff about your dog meet experience so notes can be added to the animal's ShelterLuv Profile.
- Suggest other dogs and conduct additional meets if a connection isn't initially established.
- For adopters hesitant to adopt on the spot, recommend fostering to adopt.
- Assist staff preparing adoption or foster materials.
- Assist adopters with getting adopted or foster dogs into vehicles.

Education and Experience:

Required:

- Must be 18 years of age or older.
- Must have reliable transportation to and from the shelter.

- Must have already passed dog walking training through the YCSPCA and be an active dog walker. Active is defined as having logged volunteer hours within the last quarter of the year.
- Volunteers are required to carefully review and consent to our policies, including, but not limited to, social media communication and interaction guidelines.
- Must keep an “Adopters Welcome” mindset, as outlined in the Adopters Welcome policy and Adopters Welcome SOP, while engaged in meets and in any interaction with YCSPCA customers.

Preferred:

- Prior experience in customer service.

Skills and Abilities:

- Possesses a strong passion for the York County SPCA’s mission.
- Must have patience and understanding for both the dogs and the potential adopters.
- Must be able to handle/walk the dogs without support after volunteer dog walker training is completed unless a specific dog has a special circumstance.
- Understanding that dogs can pull or jump, and there is a risk of falling.
- Ability to go from a squat to a standing position quickly.
- Ability to restrain a dog weighing 60 pounds or greater, pulling in different directions.
- Communicates effectively with other customers, volunteers and staff.
- Works efficiently without constant shelter staff supervision.

Working Conditions and Expectations:

- Comfortable with the unique aspects of working with animals, including their natural odors and excrements, the possibility of animals experiencing medical conditions, the chance of minor bites and scratches, and exposure to moderate noise levels.
- Volunteers will be expected to sign up for shifts, log their hours, complete training, communicate with other volunteers and staff, etc., using a digital database that is accessible via computer and/or cellular application, which they will receive training for.
- Ability to walk in the heat, rain, snow, or cold, as dog meet will be conducted daily, regardless of the weather.
- Throughout the shift, when meets are not occurring, volunteers may walk dogs from the kennel. (If it is during dog walking hours.)

Benefits:

- A chance to make a direct impact on the lives of shelter dogs by helping them find their forever homes.
- A chance to improve your understanding of canine behavior and care.
- The opportunity to build connections with fellow dog lovers through a fulfilling experience.

Physical Requirements:

- Must be able to stand, walk, sit, talk, hear, stoop, bend, squat, kneel, grasp, grip, and put fingers together firmly. **Conducting dogs meets is very physically demanding, and strength will be required to control the dogs. Please consider your physical health when determining if this role is a good fit for you – our volunteers’ and dogs’ safety are extremely important to the York County SPCA.**