



## WPCAS Volunteer Welcome Team

*The Weatherford Parker County Animal Shelter (WPCAS) encourages the involvement of volunteers, at all levels of our agency. Volunteers work in partnership with salaried staff to improve the bonds between humans and animals, increase the number of animals with loving homes, keep the community safe, and offer a municipal service of excellence. Our volunteer family is part of what makes our shelter GREAT!*

### Team Impact

“Coming together is a beginning. Keeping together is a progress. Working together is success.” – Author Unknown. Our shelter operations and programs depend heavily on volunteer support and dedication. The Volunteer Welcome Team is the first line of welcome new volunteers will encounter in their new volunteer journey where they will, hopefully, find their place in our shelter family.

### Key Responsibilities & Roles

Volunteers on this team will work during a short, focused project period to support a successful volunteer recruitment and onboarding campaign

- Process volunteer applications to ensure they are complete
- Make reminder phone calls and answer questions from interested volunteers
- Assist with New Volunteer Orientation Training set up and logistics
- Act as mentors and lead shadowing shifts for new volunteers
- Update volunteer database, send group emails to incoming class, and run reports
- Advise WPCAS Communications & Marketing Team of volunteer informational needs

In addition, some members of this team act as Team Leader(s) who update volunteers on changes and help their team coordinate schedules, locate resources, and solve problems.

### Location

This team can work from home; but must be present for new volunteer training sessions  
403 Hickory Lane, Weatherford, TX 76086

### Time Commitment & Length of Appointment

Volunteers serve flexible shifts, set to meet team deadlines and their needs

**Shift days and times vary, based on the recruitment schedule (generally 2-3 months)**

**The minimum time commitment is 4 hours per month.** To keep things running smoothly, we ask volunteers to commit to **the entire length of the recruitment campaign.**

### Skills & Qualifications

All that's needed is an enthusiasm for WPCAS volunteering, a helpful personality and a willingness to learn our simple volunteer management software

- Patience for new volunteers who are just learning the ropes
- Willing to interact with new volunteers in person, on the phone, and over email
- Conscientious, organized, and willing to safeguard private volunteer information



## Weatherford Parker County Animal Shelter (WPCAS) Volunteer Team Position Description

Revised: January 24, 2019

### ANIMAL SERVICES

- Complete at least 6 months of service, in another WPCAS volunteer role, with at least 16 hours of service per month

### Training and Support

Volunteers on this team partner with employees to process and onboard new volunteer applicants. Team members share their positive energy and wisdom, helping new volunteers become a comfortable, confident members of the WPCAS family. Volunteer who serve in other roles are also welcome to serve on this team for the period of a single recruitment campaign or more. Campaigns occur a couple of times per year.

For the most part, most volunteers work independently with their team. Also, volunteers will have a **staff point person** they can connect with if they have questions or concerns. We also offer **monthly updates and refresher training** throughout the year. Volunteers are welcome to pursue other **leadership opportunities** at WPCAS after completing their term of commitment.

### Benefits for Volunteers

Volunteering with WPCAS is designed to be a **fun and rewarding experience**. Many volunteers are surprised to find they get as much as they give.

Here are just a few of the **many benefits**:

- Have a positive impact** on the health and wellbeing of animals in need
- Feel good** about giving back to the community
- Meet like-minded people** who want to make a real difference
- Learn more** about how to properly care for and handle animals
- Stay up-to-date** on the many changes that happen in the animal welfare field
- Grow** and hone your customer service skills
- Meet requirements** for student community service hours
- Reduce stress** by working directly with animals in a fun environment

### How to Join in 2 Simple Steps!

- 1) Complete 6 months of service in a beginner volunteer role (e.g., Animal Care Team or Customer Care Team).
- 2) Ask the Animal Shelter Manager or Team Leader what you need to do to apply for the new team.

### Contact Us With Any Questions

Ashley Woolnough, Animal Services Manager

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