



The Advocate for Animals
SINCE 1867

JOB DESCRIPTION

Manager of Volunteer Programs

FLSA Status: Exempt

SUMMARY: The Manager of Volunteer Programs is a key position whose primary purpose is to engage volunteers to support the mission of the PSPCA MLAR site. The Manager interfaces with all departments as a conduit to expand our capacity with volunteers. The Manager will embody progressive philosophies, professionalism, and positive energy, focusing on positive outcomes and rewarding experiences for our volunteers and clients.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

The Pennsylvania SPCA's Main Line Animal Rescue (MLAR) is the largest division of the PSPCA, based in Chester Springs, PA. MLAR joined the PSPCA family in 2018, our team rehabilitates animals, both medically and behaviorally, at its sprawling 60-acre facility in Chester County, PA ~25 miles outside of Philadelphia. Known for its state-of-the-art veterinary clinic, behavior programs, and a devoted team of more than 500 skilled volunteers, MLAR provides compassionate, extensive care to its residents in a tranquil setting.

The Pennsylvania SPCA, is a non-profit animal welfare organization founded in 1867, headquartered in Philadelphia and with additional locations in Lancaster County and Montour County, PA. The PSPCA's mission focuses on preventing cruelty and improving the health and quality of life for animals in Pennsylvania.

PRINCIPAL DUTIES

- Develop, promote, and maintain a wide range of group and individual volunteer opportunities
- Evaluate current volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Facilitate weekly distribution of relevant information to volunteers via email social media
- Respond to new volunteer inquiries to ensure successful placements for individuals and groups
- Conduct monthly volunteer orientations to successfully and thoroughly onboard new recruits
- Continue to support and improve individuals in their service with us, upholding them to the same exceptional standards as that of staff
- Maintain database for volunteers, ensuring it contains all necessary historical information such as initial application, hours of service, completed trainings, recognition, disciplinary action, etc.
- Recruit, organize, and assist with implementing volunteer activities for large groups
- Create effective, innovative programs and promotions to expand the lifesaving effort of the site
- Maximize the number of positive outcomes and minimize length of stay for all eligible animals via assertive use of best practices

- Provide high quality customer service
- Resolve problems and addressing any customer dissatisfaction
- Assist with behavior support and behavior program as needed

EDUCATIONAL REQUIREMENTS

High School Diploma or equivalent required; bachelor's degree preferred.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED

- Minimum of 3 years working within the animal welfare field
- Minimum of 2 years management experience
- Experience working with customers, clients, or the public
- Current, valid driver's license and approval as an eligible driver
- Must demonstrate an understanding for the strategic importance of volunteers – for the work they do as well as for the financial support that they provide
- Ability to work in a stressful environment and handle difficult situations with staff, volunteers, and the public
- Strong problem-prevention and problem-solving skills, focusing on mitigating risk to prevent problems and then having agility to quickly find solutions to problems when they arise;
- Strong written and verbal skills; , the ability to communicate effectively and tactfully with culturally diverse staff, volunteers, and community
- Affection for animals and concern for their greater societal welfare
- Strong organizational and computer skills
- The ability to feel empathy not just for animals, but for the people who care for and about them
- Ability and initiative, work with minimal supervision and direction
- Knowledge of animal behavior and common medical conditions
- Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies
- Ability to accommodate varied work assignments and schedules, ability to provide leadership and direction to employees and volunteers
- Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary

IMMEDIATE SUPERVISOR Site Director

LOCATION MAIN LINE ANIMAL RESCUE, Chester Springs PA

HOURS FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. Includes weekends, night, holiday and on-call work.

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

EMPLOYMENT There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.

The Pennsylvania SPCA is an equal opportunity employer.