



Volunteer Position: House of Paws Coordinator

This role, working together with one or more other House of Paws Coordinators, manages the day-to-day running of our shelter facility, House of Paws (HOP), where the dogs and cats are housed for their quarantine period, and until they find their foster home.

This role requires someone who has availability during the day or evening to respond to the numerous requests sent to HOP by other PMRF teams and volunteers. This role ensures that information is communicated efficiently and promptly to other teams, is proficient in Google platforms or has a willingness to learn, and has a willingness to learn about shelter standards and best practices (or has prior experience in these areas).

Important:

Coordinators work as a team to manage running the shelter facility, operating on a schedule of three shifts per day, 7 days a week:

- 8am - 12pm
- 12pm - 5:30pm
- 5:30pm - 10pm

Coordinators sign up for shifts based on individual availability, and work with each other to manage days off.

This role would be well suited for someone with a flexible work schedule (who can balance working and coordinating), or someone who is not working full-time (i.e. taking a break from work, retired, working reduced hours, going to school).

You are not required to be at the shelter during your coordinator shift, all tasks for coordinating are done remotely. There are occasional instances where assistance is required at the shelter (intakes, dog training etc), where Coordinators will collaborate and come in based on individual availability.

**Experience:**

- Volunteer at House of Paws for over 6 months (less experience will be considered on a case-by-case basis). Shift Lead experience and Experienced Handler training are considered an asset.
- Experience working in fast-paced team environment using various technologies (on phone and laptop) and managing communications from multiple sources
- Must work well with others and be willing to take initiative
- Excellent written communication skills
- Experience with volunteer engagement, customer service or conflict management is an asset
- Volunteer / professional experience with other rescue organizations in good standing is an asset
- Experience working with diverse communities is an asset

Key tasks include:

- Checking the email account multiple times throughout the day (especially prior to shifts at HOP) and responding appropriately to emails.
- Monitoring for messages throughout the day (mostly via WhatsApp) and actioning requests, some of which are time sensitive and may require urgent attention (e.g., from Medical team)
- Managing the volunteer schedule - ensuring there is an appropriate amount of volunteers scheduled in comparison to the number of animals.
- Maintaining an adequate amount of supplies at HOP.
- Dealing with volunteer questions and concerns.
- Coordinating with Intakes, Transport, Foster, Behaviour, Medical and Training teams.
- Communicating with the HOP Director.

Average time required: 20-25* hours / week (could vary depending on the number of coordinators fulfilling this role).

To apply for this volunteer position, please email your interest to shelter@pawsitivematch.org. If you are not currently a volunteer with



Pawsitive Match Rescue Foundation, please also fill out a volunteer application here: <https://pawsitivematch.org/volunteer/>.