

Dear Pet Lover,

Thank you for your interest in volunteering at Northeast Animal Shelter (NEAS). Without the support of people like you, we would not be able to help the thousands of animals who come to our shelter every year. At NEAS, volunteers and staff work together to ensure that every dog and cat is ready for the loving home they deserve.

We have many different options available for volunteers, and this packet is designed to help you decide which program is right for you (and yes you can choose more than one). Every new volunteer must attend an orientation and go through training, but some programs require more training and a bigger commitment than others. For example, Kennel Volunteers must complete an orientation and initial training session, and "shadow" a current volunteer or staff for 10 shifts before they begin working on their own, while most other programs require a lot less training and are much more flexible.

Please look over our Frequently Asked Questions and Volunteer Job Descriptions. If you like what you see, and want to take the next step to becoming a volunteer, fill out the online volunteer application. I will also be happy to answer any questions you might have before deciding to apply.

Every application is responded to in the order it was received. Wait time will vary depending on the applications ahead of you, and how your availability and interests compare to our most current needs. If we do not have an opening for the position(s) you are applying for, I will keep your information on file until something opens up, no matter how long that might be.

Sincerely,

*Jen Adams*

Volunteer Coordinator,  
Northeast Animal Shelter  
(978) 745.9888 x305  
volunteer@neas.org

## Frequently Asked Questions

**Q:** *How do I become a volunteer?*

**A:** The first step is to complete the online volunteer application. You will receive an email from our Volunteer Coordinator within 1 week (email: [volunteer@neas.org](mailto:volunteer@neas.org)). If we have available shifts that match your availability, you will be invited to attend an orientation and initial training session. Accepted applicants will then begin "shadow" shifts where they learn by observing another trained volunteer.

**Q:** *What do volunteers do at Northeast Animal Shelter?*

**A:** Most of our volunteers work in the **Kennel** and/or **Reception**. Other volunteers may assist **Adoption Counselors**, assist in the **Clinic**, work in **Humane Educator**, **Senior Visitation**, **Community Outreach**, and **Foster Care** (separate application). Please see the [Volunteer Job Descriptions](#) for further details on each program's responsibilities.

**Q:** *How much of a commitment will I be required to make?*

**A:** All volunteers are asked to commit to **4 months of service**. Shifts are typically 3-4 hours long and are available every day of the week. Some programs offer more flexibility than others, while some are only available at certain times throughout the week. Please review the [Volunteer Job Descriptions](#) on the next page for each program's specific requirements.

**Q:** *How old do I have to be to volunteer?*

**A:** Volunteers must be at least 18 years of age to volunteer at our shelter. Younger folks are encouraged to get involved in community outreach as Shelter Ambassadors; please have your parent or guardian call the Volunteer Coordinator for more information, or see our list of [Ways You Can Help](#).

**Q:** *I have a community service project due. Can I fulfill my requirement at NEAS?*

**A:** Most community service projects are too short-termed to be fulfilled *at* our shelter (for example, Kennel Volunteers must be able to make a minimum six-month commitment), but *outside* projects, like organizing donation drives for items on our wish list, are often a perfect fit for projects that only require a few hours. Our Volunteer Coordinator can help you come up with a plan that will work for everyone.

**Q:** *Can I come in just to play with the puppies and kittens?*

**A:** Taking care of all our animals is a LOT of work, and socializing them is one small part of a big job. We need to provide for their physical wellbeing first, and that means cleaning up after them and making sure all our adult dogs have been walked *before* we have time to play with any of the animals. We hope that volunteers will be able to spend some of their time socializing during each shift, but due to the large number of animals we are often responsible for, that is not always the case.

**Q:** *My schedule is unpredictable and I can't guarantee availability. Can I still volunteer?*

**A:** A volunteer's options will be limited by their availability. Some positions (such as Kennel and Reception volunteers) require a structured commitment, whereas others (like Community Outreach) are much more flexible. Whatever your availability might be, there is a volunteer program to fit your schedule and interests; please contact our Volunteer Coordinator to discuss your options.

## **VOLUNTEER JOB DESCRIPTIONS**

*All positions require some training and supervision*

**KENNEL:** Our most popular and physically demanding program! Kennel volunteers work closely with our Kennel Staff to help provide over-all care of the animals. Common duties and responsibilities include:

- Walking adult dogs (usually every 2-3 hours)
- Cleaning up “accidents” and emptying litter boxes
- Sanitizing cages after one of our animals has been adopted
- Keeping Cat and/or Dog Nutrition Rooms stocked with supplies
- Helping with laundry
- Must be comfortable handling dogs/cats and cleaning products; must be able to lift at least 20lbs.

Time Commitment: Minimum of one shift per week; shifts are usually 3-4 hours.

**RECEPTION/GREETER:** These volunteers should enjoy working with humans as much as animals, as they are often the first person our visitors will see. They assist our Adoption Counselors in providing a welcoming environment for all staff, volunteers and visitors. Duties and responsibilities may include:

- Greeting guests as they enter the Shelter
- Accepting and organizing incoming donations
- Answering “live” calls and responding to voice messages
- Making follow-up calls/emails to recent adopters
- Helping visitors to find their way around our large building
- Occasional data entry and/or filing
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**COUNSELOR ASSISTANT:** Counselor Assistants are volunteers who enjoy working with both people and animals. A desire to be a part of the match making process is a key facet of the position. The main job of a counselor assistant is to help the adoption counselors and the public navigate the adoption process by bringing dogs/puppies to and from visiting rooms, monitoring interactions between both cats/kittens and dogs/puppies and adopters, and preparing paperwork when an adoption is being finalized.

Additionally, there are many tasks that counselors complete throughout the course of their day that a Counselor Assistant helps with. Tasks include but are not limited to:

- Filing
- Reviewing records
- Scanning old adoptions
- Re-stocking retail
- Preparing cat/dog adoption folders
- Creating puppy & kitten packs
- Checking records of current pets
- Reviewing wait lists of potential surrenders.

If you enjoy people and animals and want to make a difference in the lives of both, then the Counselor Assistant position just might be the perfect opportunity for you!

**CLINIC ASSISTANT:** Clinic Assistants help vet techs with direct animal care including:

- Pet intake
- General care for both ill and well pets
- Assist with basic health assessment
- Enter and maintain database of information for each pet
- Restrain pets for procedures and health checks
- Monitor and collect urine and fecal samples as needed
- Transport pet to and from Veterinary appointments
- Clean and stock clinic areas
- Dispense and fill medical scripts under supervision
- Secretarial & administrative tasks, review files, cage cards etc.
- Run basic in-house tests

Time Commitment: Minimum of 8 hours, 2 (4) hours shifts a week.

Skills Required: Good organizational skills are important as well as following direction & good communication skills. Interested volunteers should be ok with seeing and cleaning up blood, feces, urine and saliva. Must be comfortable handling dogs and cats. Ideally you will have good computer skills and attention to detail. Must be able to lift 50 lbs.

**OFFICE ASSISTANT:** Office Assistants help with various administrative tasks, including:

- Scan files
- Add pet pictures and profiles to the website
- Verify completeness of information on incoming pets
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**SENIOR VISITATION:** Senior Visitation Volunteers help us build sustained relationships with senior-serving organizations throughout the North Shore. After completing an evaluation for *your* cat or dog, Senior Visitation Volunteers will be authorized to take *their own* animal on scheduled visits to local senior centers, nursing homes, rehabilitation facilities, etc. These volunteers must provide their own transportation. Up-to-date medical records displaying proof of your animal's current vaccination must be provided to NEAS before any visits can be scheduled.

**HUMANE EDUCATORS:** Humane Educator Volunteers teach young people the importance of spaying/neutering and what makes shelters different from pet stores. Each presentation is tailored to the interests of the audience (e.g., birthday parties, visiting girl/boy scout groups, etc.), although all discussion includes an overview of our shelter's history, programs, and mission. For offsite engagements, you must provide your own transportation.

**COMMUNITY OUTREACH:** You can help spread the word about our shelter throughout our local community! This is a great program for folks who don't have much time to spare, but still want to be involved. This program is also open to younger volunteers. Every month we receive lots of requests to set up information tables about our shelter at local pet supply stores, community events, service fairs, etc. Community Outreach Volunteers are responsible for representing NEAS as "Shelter Ambassadors" and are only asked to commit to one event per month. You must provide your own transportation.

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**SPECIAL PROJECTS:** Transport pets from Logan Airport to our Shelter, organize donation drives or other fundraising events, assist with our website and other marketing materials, transport animals to and from local veterinary appointments, or if you have your own idea on how to help, please contact our Volunteer Coordinator and tell us about it!