



COMMUNITY SERVICES DEPARTMENT Irvine Animal Care Center

Volunteer Program Essential Service Requirements

This information lists the essential physical, mental, emotional, and supervisory requirements for any volunteer position at the Irvine Animal Care Center.

Physical Requirements:

- Quick reflexes and a high level of manual dexterity
- Ability to bend, kneel, and squat in order to leash/harness and pick up an animal
- Ability to lift 25 pounds
- Ability to stand for significant periods of time (up to 2 hours)
- Ability to hear if an animal is growling or making sounds indicating fear or pain
- Ability to speak and effectively communicate with center staff verbally as well as in written form
- Ability to cope with a loud environment due to animal noises
- Ability to see an animal's body language and adjust one's own behavior accordingly, based on the animal's behavior
- Possess an immune system strong enough to tolerate exposure to zoonotic diseases such as ringworm and mange

Mental Requirements:

- Ability to understand, follow, and remember instructions and procedures
- High-level language and reading skills (e.g., understand words such as quarantine and euthanize, understand acronyms such as MSDS and ASO plus other common industry-related terms)
- Possess problem-solving capability
- Ability to be aware of potentially dangerous situations and show good judgment when near animals (e.g. must be able to remain calm with animals that are upset and act with emotional intelligence in upsetting situations)

Emotional Requirements:

- Ability to understand the center's policies and positions regarding animal welfare
- Possess an ability and willingness to support and represent the center's policies when interacting with the public and/or representing the center

Level of Supervision:

- Work with minimal supervision while recognizing limitations in knowledge, ability, and permission
- Willingness to ask for help when needed or when unsure
- Work independently for long periods, work as a team with other volunteers and staff, and be able to provide a basic level of quality customer service to visitors

In addition, volunteers who flourish at the center regularly:

- Practice cooperation and open communication with staff and other volunteers
- Promote trust and integrity
- Think constructively and focus on positive problem-solving
- Create and maintain a clean, safe environment