

Volunteer Program Essential Capabilities

This information lists the essential physical, mental, emotional, and supervisory requirements for any volunteer position at the Ames Animal Shelter (AAS)

Physical Requirements:

- Quick reflexes and a high level of manual dexterity.
- Ability to bend, kneel, and squat to pick up an animal or AAS supplies.
- Ability to lift 30 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 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, remember, and follow instructions and procedures.
- Basic English language and reading skills.
- 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 handle constructive criticism.
- Ability to understand the shelter's policies and positions regarding animal welfare.
- Possess an ability and willingness to support and represent the shelter's policies when interacting with the public and/or representing the shelter.

Level of Supervision:

- Work with minimal supervision and recognize limitations in knowledge, ability, or 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 exceptional customer service to visitors.

In addition, volunteers who flourish at the shelter:

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

If you are unable to meet an item(s) on this list, please contact us at 515-239-5530 to discuss possible special accommodations. Special accommodations will only be made if they do not affect the safety and well-being of the animals, visitors, staff, and fellow volunteers, or the shelter's day-to-day operations.