



Volunteer Positions for Regular Veterinary Clinics

Volunteer positions are described in the following paragraphs. Please observe the time of day that a position will be needed; some positions are for more hours than others. The first half-hour of all volunteer shifts is for orientation, please be on time for the position you choose or you may be reassigned to another position.

INTAKE TEAM (10: 30 am – 4 pm)

/Intake and Registration/ This is the front line! You are the first point of contact at the clinic. These positions require accuracy with paperwork details and comfort working with “the crowd”. The successful flow of the clinic starts with Intake. Intake volunteers are responsible for getting client names on the sign-in sheet, issuing clinic “entry-tickets”, pulling prior medical records, preparing any new paperwork needed, and making sure patients are ready to be seen promptly at Medical Stations. You will also be responsible for reviewing new patient application forms to determine if clients are eligible for our services.

/Triage Veterinarian/ Assist intake volunteers at sign-up by briefly reviewing client requests/reasons for attending clinic, and triaging medical cases so that urgent cases will be seen on a priority basis.

/Station Runners/Escorts/ The station runners escort clients to and from the medical stations and other service tables. You are the bridge between Intake and the rest of the clinic. Your work helps ensure an efficient flow of clients through each of the services provided. There are two parts to your work: in the first part of the shift, you will help clients sign in and fill out intake paperwork. In the second part of the shift, you will escort the client and their animal so that they move safely within the clinic area through each appropriate station. You will spend about an hour with each client and their pet moving through all the stations in the clinic, so this is a great opportunity to meet clients and get to know them and their pets! You should be detail-oriented, as you will be responsible for double-checking that paperwork is filled out and then collected at the end of the services. Must be comfortable working in close contact with people/pets.

/Spay/Neuter sign-up/ Manage the list of clients and pets who wish to have their pets spayed/neutered for free. Talk with clients about benefits of spaying/neutering, provide info on procedure and answer client questions. Must be comfortable talking with a range of people, and passionate about the benefits of spaying/neutering for reducing pet population, etc. It helps to be extroverted and articulate for this position!



/Care & Comfort volunteer/ Make sure clients in the waiting area or outside know where to get cold/hot drinks inside. Help find chairs as needed for disabled clients. Ensure that pets have drinking water available at all times, place water bowls throughout clinic and outside in waiting areas, and refill water bowls as needed. Escort clients to bathrooms and back to waiting area/outside as needed.

/Co-pay/Donation collector/ Talk with clients in waiting area and outside, and gently ask for co-pays for treatment, in whatever amount clients can afford. This is an important and delicate position, requiring very good people skills and a positive and supportive attitude. You will have a co-pay container for clients to pay what they can, but this is not required, we simply ask people to support our work with donations. You will also create a sign-up sheet for any clients who want to volunteer or help out in other ways at future clinics or events. This position requires a very special volunteer!

MEDICAL TEAM (12:00 pm – 5:30 pm)

/Veterinarians/ Perform basic health exams, vaccinations, minor treatments, and medication dispensing. We see dogs and cats primarily, with an occasional pocket pet, ferrets, and very occasionally, reptiles. Fill out referral forms to partner vet clinics for diagnostics or additional treatment, depending on whether PAW Team has funds available for this service at the time (more info will be provided during orientation). Fill out medical records fully and legibly, as well as vaccination records for clients.

/Veterinary Technicians and experienced Veterinary Assistants/ Support to veterinarians as requested. Each veterinarian has a different working style, but in general you will prepare vaccines, assist with physical exam, submit medication requests to pharmacy and bring meds back to stations, and provide client information.

/Pharmacy staff/ Must be experienced in veterinary office or pharmacy work. Receive medication orders from veterinarians/techs, prepare prescriptions from pharmacy stock, suggest alternative medications if needed, label with appropriate information and deliver to technicians with instructions for use.

/Medical grooming/Flea treatment staff/ Prepare and apply flea treatment and basic ear cleaning or other grooming as requested by the vets. Prior experience with topical flea medications and/or experience in a veterinary clinic are preferred. You will handle topical flea products as well as needles and syringes. Accuracy is critical! You will monitor Medical Stations so that you are ready with flea treatment as the patient is leaving; in some cases you will take the flea treatment to the Medical Station so it can be applied before the patient is placed back into a carrier.



SERVICES TEAM (1 pm – 6 pm)

/County licensing staff/ Complete the Multnomah County License applications for clients and their animals. Attention to paperwork details is absolutely critical for this position. Volunteers will need to confirm that paperwork is filled out correctly (there are several forms to fill out for licensing), ensure that the client has an accurate rabies certificate and license form, and attach the license tag to the collar. This is a demanding position with lots of details, but essential for medical and legal documentation that will help to keep clients and their pets safe on the streets!

/Exit Escort/Records Manager/ Collect medical records and referral forms and all paperwork from clients prior to exiting clinic. Talk with clients and ensure all forms have been filled out before clients leave, and that client has any necessary rabies or licensing documentation with them. Return all records and paperwork to appropriate locations.

/Pet Care Gear & Giveaways staff/ Set-up volunteers will organize donations onto tables by size and type before doors open to clients, and will repackage dry food into smaller Ziploc bags for clients to easily carry with them. Once clients begin coming through the clinic and move to the Pet Care Supplies area, volunteers will choose appropriate food and/or pet care supplies for each pet. You will help clients fit collars, coats, and sweaters to their pets, and provide bags of food depending on the animal size, weight, and clients' needs. As the last service stop in the clinic, you may be requested to hand out fliers on other services or provide follow-up information to clients. When appropriate, you also get to hand out treats!

For additional information or to volunteer, please contact us at volunteer@pawteam.org or leave a message on our info-line at 503-535-3844. Email is the best way to reach us!

Volunteers must be age 12 or older. Volunteers will be required to fill out an application form online so that we can match you to the most appropriate positions based on your skills, and you may be asked to attend a training session prior to volunteering. Volunteers will also need to sign a liability waiver. If you are under 18 years of age, you must also have a parent or legal guardian sign the waiver form prior to volunteering. All forms are available for download on our website at www.pawteam.org.

Thank you for volunteering with PAW Team! Your help will make a difference in the lives of pets and their people on the streets of Portland!