



## **Pet Peace of Mind® (PPOM) Lead Volunteer**

**Volunteer Position Title:** Pet Peace of Mind® (PPOM) Lead Volunteer

**Position Summary:** Pet Peace of Mind® Lead volunteers assist with the coordination of the PPOM program. Helping volunteers support patients and families by assisting with fulfilling pet care needs. Time is spent interacting with other volunteers, the patient, families, and their pets. Volunteers do not provide any medical care.

**Access to Patient/Family information:** Access to patient and family information as it relates to the provision of care for volunteer placements

**Organizational Relationship:** Director of Client and Community Services - Volunteer Manager/PPOM Coordinator – PPOM Lead Volunteer

### **Expectation of Volunteer**

As a representative of CareFirst, the PPOM Lead Volunteer is responsible for:

- Reflecting and interpreting CareFirst's vision, mission, and core values in his/her own work with enthusiasm and commitment;
- Acting in accordance with relevant CareFirst policies, standards and procedures
- Interacts in a positive manner;
- Developing and maintaining respectful, cooperative working relationships, both internal and external;
- Understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- Ensuring accuracy, confidentiality and safekeeping of agency records;
- Interact with patients and families by phone to handle inquiries and scheduling tasks
- Share an understanding of the significance of the pet-owner relationship

### **Essential Duties and Responsibilities**

- Work closely with the Volunteer Manager on PPOM program needs
- Interact with patients and families to handle inquiries and scheduling volunteer PPOM support
- Ensure all needed information and forms are collected from patient/family
- Work with other volunteers and staff regarding scheduling and completion of referred patient's pets needs
- Collaborate with our consulting veterinarian on any emergencies or challenging situations
- Collaborate with our other PPOM pet care partners as needed to fulfill requests
- Assist with PPOM volunteer recruitment
- May assist with community education and marketing the program to pet friendly groups (shelters, humane organizations, and rescue groups)
- Maintain appropriate boundaries
- Honor time commitments
- Submit documentation in a timely manner
- Initiate communication to appropriate staff when concerns arise

**Qualifications**

Firsthand experience with pet ownership and pet handling. A working knowledge of dog breeds and temperaments is helpful. Must complete CareFirst Patient Support Volunteer onboarding/training prior to start. Must complete PPOM volunteer training.

**Additional Duties and Responsibilities**

- Demonstrate compassionate behavior
- Exceptional communication and problem-solving skills
- Able to plan tasks and carry them through effectively
- Positive attitude about working with families of diverse cultural and religious backgrounds
- Works confidently independently and within a group

**Location:** Most support can be handled remotely once training is completed. Office space can be made available if preferred.

**Time Commitment/Frequency:** Volunteer can make their own schedule, estimated time commitment 2 hours per week. Frequency may fluctuate depending on referrals received for patient pet needs and volunteer availability.

**Confidentiality Agreement**

I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of professional service, whether that information is obtained through written records or daily interaction with the person.

I shall store or dispose of professional records in ways that maintain confidentiality.

I shall possess a professional attitude which upholds confidentiality towards the people we serve, colleagues, applicants and any sensitive situations arising within the agency.

I, upon termination, shall maintain client and co-worker confidentiality and I shall hold confidential any information about sensitive situations within the agency.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal.

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Volunteer Please Print

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Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisors Signature

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Date