

## *COGNITIVE CAPABILITIES - SAHS*

1. Ability, once trained, to work independently with minimal supervision, while recognizing limitations in knowledge and abilities, and knowing when to ask for help if needed.
2. If lacking the ability to work independently, whether due to age and/or neurological abnormality, must be able to work alongside a job coach/caregiver with focused attention on the task at hand.
3. Ability to read and understand instructions and procedures.
4. Ability to understand, remember, and follow instructions and procedures.
5. Basic reading, writing, spelling, and communication skills.
6. Ability to problem-solve.
7. Ability to handle redirection and constructive criticism without responding with negativity.
8. Ability to recognize potentially hazardous situations when working with animals.
9. Ability to remain calm with animals who are upset, behave sensitively and confidently, and act appropriately in these situations.
10. Ability to communicate professionally and politely.
11. Acceptance of the boundaries between the role of the volunteer and the role of the staff.
12. Ability to cope with a highly emotionally charged environment with some animals that are homeless, abandoned, and/or abused, as well as the reality that some of the animals in our care may be euthanized.
13. Maintain a positive attitude and a solution-oriented approach to challenging situations, rather than resorting to complaining or gossiping.
14. Ability to understand the SAHS policies and procedures and the willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing the SAHS.