THE HUMANE SOCIETY OF THE UNITED STATES

Volunteer Position Description

Pet Help Partners Adoption Follow-Up Call Volunteer Coordinator

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.	
Work Location	Remote
Position Grade	**3;** background check includes Criminal Background, Motor Vehicle Record, Social Security Address Report, and National Sex Offender Registry
Purpose of the Position	Coordinate the Pet Help Partners Adoption Follow-Up Call Volunteer program
Volunteer Responsibilities	• Serve as liaison between Pet Help Partners supervisor and Adoption Follow-Up Call Volunteers • Type recent Animal Care & Control of NYC (AC&C) adopter contact information into Excel spreadsheet and email to Adoption Follow-Up Call Volunteers so they may make the calls (typically takes 30 – 60 minutes on Wednesday and Sunday) • Make two to three calls per day to adopters in the morning or afternoon (each call lasts no more than 5 minutes) • Maintain program statistics, (i.e., number of calls made, number of adopters spoken to, number of adopters indicating particular concerns, etc.) • Communicate weekly with supervisor regarding concerns or questions raised by AC&C adopters
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	• Physical difficulty is level 1; coordinator will have very little physical activity related to their work, as they can do all work from the comfort of their home or office • Mental difficulty is level 3; requires effective communication and leadership skills, ability to follow protocols and procedures, use good judgment, and think strategically in order to meet the program's needs • Emotional difficulty is level 3; while the Pet Help Partners program experiences many successes, despite our best efforts of working to help recent AC&C adopters, sometimes we are not able to prevent returns of the animals to the shelter
Expected Environmental Conditions	All work can be done from one's home or office
How Often Volunteers Work On-site	The work can be done remotely.
Orientation/Training	Volunteers must attend two 90-minute phone trainings specific to the role, including organizational and volunteer management. Pet Help Partners provides information and materials about The HSUS and Pet Help Partners, including a Volunteer Manual and additional materials, as well as ongoing training and support throughout the volunteer experience.
Learning Opportunities	• Develop or strengthen leadership, communication, and community outreach skills • Develop or strengthen strategic thinking and problem-solving skills • Strengthen abilities to recruit, screen, assign, train, acknowledge and deliver feedback to Adoption Follow-Up Call Volunteers

	• Better understand the challenges faced by pet owners struggling with life crises or financial issues which affect their pets
Position Start Date	Ongoing
Initial Minimum Commitment	Three hours per week for a minimum of six months
Scheduling Guidelines	Flexible; may include some evenings and weekends
Qualifications/Requirements for Volunteer Applicants	• Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation • Strong communication skills • Ability to retain and comprehend large amounts of information and pay attention to detail • Ability to recruit, screen, assign, train, acknowledge and deliver feedback to Adoption Follow-Up Call Volunteers; experience with these skills is preferred • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Ability to manage time in a pressured situation • Ability to quickly identify information needed and rapidly find this information within provided resource materials • Ability to reply quickly to supervisors' comments and directives • Able to understand The Humane Society of the United States' (HSUS) policies and positions and the Pet Help Partners approach, and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS or Pet Help Partners • Willing to learn more about volunteer management and how to effectively run a program • Ability to learn about the resources and services available to pet owners in the greater NYC metro area and learn common terminology related to companion animals • Ability to understand common issues affecting companion animals • Able to learn and demonstrate a familiarity with HSUS' major campaigns and mission • Ability to work independently and maintain strong communication with supervisor • Flexible and willing to take initiative on a variety of tasks as needed • Basic knowledge of companion animal behavior helpful
Restrictions	• Must be at least 18 years old • Must have access to a telephone line with voicemail and call waiting capabilities as well as access to a computer and the ability to login into an online volunteer communication site to receive updates; must be willing to not have a blocked phone number • Must be able to learn and follow guidelines and policies of The HSUS and Pet Help Partners, and follow directions • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	Pet Help Partners will provide volunteer instruction manual, informational fliers, and pertinent articles
Optional Tools/Equipment	n/a

Supervisor(s)	Client Services Manager, Pet Help Partners
Number of Concurrent Volunteer Openings	1 individual
Additional Information	Volunteers with Pet Help Partners have the opportunity to help make a huge difference in the lives of people and pets by providing them with the resources and solutions they need to stay together. Volunteers are provided extensive training and join a community of people working toward the same goal of supporting New York City's pets by helping to ensure they have a good quality of life in their home and remain in their home throughout their lives.
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