



Pet Help Partners Helpline Counselor

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>	
Work Location	New York City metropolitan area preferred but work may be performed remotely if volunteer committed to learn New York City geography
Position Grade	2 ; background check includes Criminal Background, Motor Vehicle Record and Social Security Address Report
Purpose of the Position	Volunteers help keep pets in their homes and with their families by providing information about the services offered by the program, free and reduced cost resources, as well as solutions and guidance to callers who are considering relinquishing their pets to animal shelters.
Volunteer Responsibilities	<ul style="list-style-type: none"> • Answer phone calls from members of the public experiencing issues relating to their companion animals • Connect clients with programs and services that will address the issue they are having with their pet, such as spay/neuter referrals and low cost vet care referrals • Offer general guidance and support to clients • Return all phone calls in a timely manner and follow up with callers to ensure resolution to issues • Send write-ups of cases to supervisor each week
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 1; volunteers will have very little physical activity related to their work, as they can make all calls from the comfort of their home or office • Mental difficulty is level 3; requires strong verbal communication skills, ability to follow protocols and procedures and use good judgment; the level of understanding and knowledge required to effectively answer any questions the public may have and ensure problems are solved, as well as provide additional resources is high • Emotional difficulty is level 3; while the Pet Help Partners program helps thousands of animals stay in their homes with better care yearly, sometimes we are not able to prevent a surrender and that animal is relinquished by the owner to city shelters; any contact with the public can result in interactions with people in a heightened emotional state because of their connection with and commitment to animals
Expected Environmental Conditions	All work can be done from one's home or office.
How Often Volunteers Work On-site	n/a
Orientation/Training	<ul style="list-style-type: none"> • Volunteers must attend two trainings in order to learn how to effectively counsel and assist callers and have a full understanding of the program's resources: <ul style="list-style-type: none"> • First Training: A three-hour comprehensive training (in-person attendance strongly suggested) • Second Training: A two-hour phone training

	Pet Help Partners provides a volunteer instruction manual and additional materials, as well as ongoing training throughout the volunteer experience. Tremendous support is given to all volunteers in the program, making it a very rewarding experience.
Learning Opportunities	<ul style="list-style-type: none"> • Better understand the challenges faced by pet owners struggling with life crises or financial issues which affect their pets, as well as other problems such as allergies, pet illness, lack of pet care knowledge, or the need for low cost resources for veterinary care and spay/neuter • Strengthen communication and customer service skills • Develop or strengthen critical thinking and problem-solving skills
Position Start Date	Ongoing
Initial Minimum Commitment	Volunteers work one 2-hour shift per week for a minimum of three months, with an additional hour of expected follow up on clients' cases throughout each week.
Scheduling Guidelines	Helpline shifts are available seven days per week between 9:30 AM and 6:00 PM but weekday daytime hours are most in need.
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Able to meet the requirements outlined in the Pet Help Partners Essential Capabilities document with or without reasonable accommodation • Effective communication skills, especially on the phone • 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 • Ability to be an active and compassionate listener • Ability to retain and comprehend large amounts of information and pay attention to detail • 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 • Able to learn and demonstrate a familiarity with HSUS' major campaigns and mission • Possess problem-solving capability and the ability to think creatively, in a solution-oriented way • Ability to work independently and take direction from supervisor • Basic knowledge of companion animal behavior helpful
Restrictions	<ul style="list-style-type: none"> • 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

	<p>Pet Help Partners, and follow directions</p> <ul style="list-style-type: none"> • 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	5-10 individuals
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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