

Feline Post-Adoption Support

Objective:

- Provide assistance to adopters in the weeks following adoption to ensure the well-being and long-term success of adopted cats in their new home.

Locations/Hours of Operation:

- *Pieloch Pet Adoption Center* | 6500 S 70th |
Shift times for this role are flexible
- ****Remote options****

Qualifications:

- **Age:** Must be at least 16 years old
- **Experience:** None required, training provided. Customer service experience a plus.
- **Knowledge:** None required, experience around cats/understanding of basic behavior a plus. Must be able to use Google Docs
- **Physical:** None.
- **Characteristics:** Must consistently follow verbal/written instructions, possess excellent awareness of surroundings, willingness & desire to learn, communicate effectively with others
- ****Remote-** Access to a computer and internet to complete documentation of calls required.
- **Minimum Time Commitment:** 4 hrs per month for a minimum of 3 months-no set schedule

In Shelter Conditions:

- **Noise:** Barking/whining can be very loud at times, especially in the dog kennel area
- **Temperatures:** Varied, though usually moderate
- **Hazardous chemicals:** Potential exposure (used to sanitize animal living spaces)
- **Pet hair/dander:** Those with extreme allergies should be aware
- **Biological materials:** Some exposure to cat feces, urine, etc. Possibility of exposure to zoonotic disease such as ringworm, giardia, etc.

Role specific duties

- Calling adopters as assigned
- Using a designated script to guide the conversation
- Communicating with the PASC Coordinator via Google Docs on a weekly basis
- Notifying the PASC Coordinator if unable to call adopters when scheduled
- Informing the PASC Coordinator of adopters who need a behavioral consult

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CHS volunteer expectations:

- *“Help where help is needed”* -The shelter is a hectic & unpredictable environment with limited resources. We ask that our volunteers are flexible & willing to occasionally pitch in with core shelter functions, even if those are outside their specific job description (laundry, dishes, etc.)
- *“Be an advocate in all things”*- Our volunteers are highly trained, respected, & trusted pieces to the CHS puzzle. We empower our volunteers to use their unique voice to communicate concerns, share observations, ask questions, suggest ideas, etc.! As a non-profit, it is especially important that our volunteers understand that being a successful (& satisfied) shelter advocate...aka “volunteer”...requires patience, curiosity, & creativity. In Animal Welfare, there are significant limitations to navigate, some of which are very obvious & others which are more abstract (& often harder to change). Put simply...we depend on volunteers to help us innovate & progress as a field/organization & we trust them to do so without taking personal offense or getting discouraged when/if that process is littered with roadblocks.
- *“Speak & act with compassion & respect, always”*- Our work is centered around the fundamental belief that pets AND people deserve to experience love & companionship. This belief directly influences the way we treat the people/animals we encounter during our work but also the way we speak about them AND the way we think about them. CHS volunteers share this important belief & allow it to be their “North Star”.

Training: 3-3.5 total hours to complete onboarding |in person, hands on, groups of 2-3| (Red= mandatory, green= optional)

- *“Welcome to CHS” Group Orientation*-1.5 hr|occurs 2x month| provides info on CHS programs, culture, history, operations, intro to Animal Welfare, socially conscious sheltering, tour of ppac, meet vols, meet staff|
- *“Feline Post-Adoption Training”*-2 hrs|1st official shift + 1hr zoom meeting|Tour of facility, Program Overview, Google Docs Overview, Customer Service,When to Refer, Essential Cat Resources, Basic Cat Interactions