



Adoption Counselor

Objective:

● Use open minded conversations to make long lasting matches between animals available for adoption and members of the community.

Locations/Hours of Operation:

- Pieloch Pet Adoption Center | 6500 S 70th |

Shift times for this role are

Tues-Fri 12m-2pm, 2pm-4pm, 4pm-6pm & Sat/Sun 12m-2pm, 2pm-4pm

Qualifications:

- **Age:** Must be at least 13-16 with a parent/guardian
- **Experience:** Must have prior experience/time spent around dogs (personal or professional)
- **Knowledge:** General knowledge of animal behavior and body language, basic typing and computer skills
- **Physical:** Must be comfortable & confident in ability to physically manage dogs that pull, jump up, etc. Must be able to squat, bend, grip leashes
- **Characteristics:** Must work well with people and animals, consistently follow verbal/written instructions, possess excellent awareness of surroundings, willingness & desire to learn, communicate effectively with others
- **Minimum Time Commitment:** Set 2hr shift/week for a minimum of 6 months

Conditions:

- **Indoor:** Noise- barking/whining can be very loud at times
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 & zoonotic disease:** Occasional exposure to feces, urine, blood, etc. Although transmission is easily preventable & unlikely, exposure to zoonotic illness (i.e. parasites, ringworm) or canine specific illness (i.e. kennel cough) is possible.
- **Emotional demands:** While rare, at times volunteers may be aware of or exposed to animals/information about animals who are/have been in CHS's care due to neglect/cruelty/trauma/extreme medical conditions, etc. Some may find this distressing.



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Role specific duties:

- Guide potential adopters around the adoption floor to view animals
- Use open ended questions to identify possible matches and communicate all known information about adoptable animals
- Facilitate interactions between potential adopters and animals
- Complete adoption paperwork (computer based)
- Educate and promote responsible pet ownership
- Maintain cleanly living quarters for animals as needed

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: 14-16 total hours to complete onboarding | Combo: in person, hands on, self led | (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|
- **“Intro to Adoptions”**-2 hrs|1st official shift |Tour of facility, daily responsibilities, the flow of animals through our care, goals regarding placement of animals, and other general animal sheltering information, basics of the adoption interaction process and very basics of the computer software we use | no animal handling
- **“Adoption Shadowing”**- 2nd-4th shift |shadow an Adoption Counselor staff member or seasoned volunteer while they conduct adoption interactions, this may be dogs, cats, or critters. Observe the flow of interactions from start to finish, cat/critter safe handling training, hands on practice with the software|no independent canine handling
- **“Adoption Practice”**- 5th-6th shift |continue shadowing with staff or volunteers to learn more in depth about navigating the volunteer software during interactions, how to



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complete paperwork, etc. | Practice leading cat/critter interactions with your mentor in the room to assist you through the process | no independent canine handling

- **"Dog Handling"**- 6th-7th shift | DW demo: "average" dog, "walking" basics, enter/exit building safety | Practice kennel routine in & out, practice var. entrances/exits, build good habits. Review Behavior Assessments, OTI statements, and frequent misconceptions and misuse of language regarding behavior.