



## Adoption Counselor

areas include Canine, Feline, Small Wonders (rabbits, hamsters, birds, ferrets etc)

**Objective:** Introduce potential adopters to animals that will complement their life situation and environment.

### Duties

- ✿ Professional approach to handling the animals and dealing with the public.
- ✿ Inform the public of breed and behavioral specifics as they may impact their lifestyle and surroundings.
- ✿ Answer any questions about individual animals that a customer may have.
- ✿ Escort families to a meeting area with an animal where discussion of specific issues may be addressed (e.g. 'Meet and Greet').
- ✿ Oversee meeting between the individual/s and the animal/s for relationship potential.
- ✿ Assist in the application process which occurs at the front desk.
- ✿ Positively represent HSP's policies and practices.

### Training

- ✿ Attend an Intro to Adult Volunteering session
- ✿ Complete Volunteer Application and Interview
- ✿ Complete a minimum of Level One Open Paw training
- ✿ Shadow an experienced counselor using the Mentoring Form until comfort/safety established
- ✿ For canine activities read and develop comfort with the *Four Level Training Program for People and Dogs* by Kelly Gorman and Colleen Boyle

**Commitment:** Adoption Counselor volunteers must have current experience and knowledge of kennel population in general and specifically by maintaining a regular schedule of 3 hours per week in the kennel areas.

**Volunteer Profile:** Engaging, outgoing self-starter. Individual must be willing to learn about animal behavior within HSP philosophy. Must enjoy working with people as much as animals. Individual/s in this position must wish to promote positive, successful adoptions via excellent customer service skills. Open to meeting and working closely with HSP volunteers and staff.

**Job Classification:** This job may involve any of the following physical parameters:

Physical Requirements:	Medium	Working Conditions:	Indoor/Outdoor
Bending:	Frequently	Sitting:	Occasionally
Squatting:	Frequently	Standing:	Frequently
Kneeling:	Occasionally	Walking:	Frequently
Climbing:	Occasionally	Lifting Weight:	0 to 24 lbs
Reaching:	Occasionally	Repetitive Motion:	Fine Manipulations, Pushing/Pulling, Grasping

### **Volunteer Benefits**

- ✿ Chance to meet and interact with an invaluable resource of potential adopters.
- ✿ Rewards of assisting in matching animals with homes.
- ✿ Direct contribution to increase in positive long-term adoptions.
- ✿ Learn information that may improve your own relationship with companion animals.

**Supervision:** Direct supervision by Volunteer Coordinator, in conjunction with appropriate kennel staff