



## **Behavior Support Volunteer Volunteer Position Description**

**Reports to:** National Operations Support Team and Lifesaving Centers Staff

**Organizational Impact:** Help Best Friends move closer to No-Kill 2025 by reducing the number of dogs returned to our care from adoptive and foster homes due to undesirable behaviors. Behavior Support Volunteers provide one-on-one support and guidance to adopters and foster parents.

### **Position Function/Goals/Deadlines:**

- Quickly identify any training or behavior challenges to be escalated to staff or outside training partners before they become barriers to adoption or the dog is returned.
- Provide proactive support, guidance, and approved resources to adopters and foster parents of dogs struggling with behavior challenges.
- Increase individual adoptive and foster parents' level of expertise and knowledge regarding meeting their dog's needs to improve challenging behaviors.
- Help increase quality of life and save lives by addressing behavior issue promptly and effectively, ultimately reducing the number of dogs in care.

### **Time Commitment and Location of Work:**

- Flexible schedule, minimum of 2 hours per week depending on chosen caseload
- Minimum of 3-month commitment
- Location: Virtual

### **Core responsibilities:**

- Send initial outreach emails to dog adopters and fosters on a pre-determined schedule.
- Respond appropriately and in a timely manner to email replies requesting behavior support using the adopter/foster parent's preferred method of contact whenever possible.
- Establish contact with foster parents when requested by Foster Coordinators or the National Community Engagement Team.
- Record all communication attempts, successful and unsuccessful, in Airtable.
- Record detailed notes in the dog's Shelterluv profile, including the dog's behavior concerns, the resources you offered, and any other pertinent information. Use objective language when possible.
- Report dangerous situations and emergencies including bites, deaths, accidents, losses, or medical emergencies to the Lifesaving Center or the Foster Coordinator immediately.
- Track and record your volunteer hours in online volunteer database.

**Qualifications/Requirements:**

- Some previous experience with positive reinforcement-based, LIMA (Least Intrusive, Minimally Aversive), science-driven training or behavior modification. Candidates will be required to complete a knowledge check and may be asked to complete further learning exercises before beginning the role.
- Willingness to participate in ongoing learning opportunities related to training and behavior challenges faced by adopters and foster parents
- Access to a computer with antivirus software, internet and webcam or cellphone with video call capability
- A signed Best Friends Non-disclosure agreement
- Strong interpersonal and customer service skills
- Demonstrate personal accountability and have attention to detail
- Self-starter with strong communication skills and possess ability to maintain and follow directions
- Must maintain confidentiality regarding behavior discussion, client information or other sensitive data.
- Commitment to the philosophy of Best Friends' practices and policies.
- Must follow Best Friends volunteer program protocols; failure to do so may result in dismissal from the program.