

Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Community Support Counselor
Department: Community Support Services
Position Status: Full-Time, Non-Exempt
Reports To: Community Support Director
Schedule: Tuesday-Saturday 7 am – 4 pm

POSITION SUMMARY:

The Community Support Counselor will help to administer the Spay Neuter Incentive Program (SNIP) for Henderson County Residents while assisting with community support services as needed. The goal of Community Support Services is to keep pets with their families through support intervention and proactive community-based programming. Our Community Support Service team uses a strength-based approach with pet owners and acts as caseworkers, piecing together the best solution for each individual family. The Community Support Counselor will allocate mornings with SNIP drop off, transport to the clinic and owner pickups. Afternoons will be assisting the department in other areas such as helpline support, giveaways, etc. This position must support all of the BRHS policies.

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Assist with morning drop offs, greeting SNIP clients, safely handling animals from the public to be properly crated for transport
- Transport animals to the spay neuter clinics, and pick animals up from the clinic
- Assist with owner pickups, providing accurate post op information.
- Assist in scheduling clients, providing appointment reminder phone calls, verify client's previous vaccine history etc.
- Work in collaboration with the Henderson County Animal Services Center and Henderson County Sheriff's Department
- Maintain effective relationship with volunteers and BRHS staff
- In collaboration with the Henderson County Council on Aging, assist with the Meals on Wheels Pet Pals program by providing pet food, supplies, transportation to vet visits, grooming and general wellness check ins.
- Ensure messages on the Community Support Helpline have been returned same day (during working hours) and the phone log has been updated.
- Assist with the Vaccination Clinic by providing support in: check in, check out, safe and humane animal handling, and sharing vaccine information to pet owners.
- Assist the Community Support Coordinator and Community Support Director execute the emergency vet assistance program. This includes processing request forms in Shelterluv, triaging services depending on need, and being responsible for properly allocating voucher money depending on funding availability.
- Assist the Lost & Found reunification program by counseling pet owners with missing pets by connecting them to existing resources via text, email or over the phone.
- Assist the Community Support Coordinator and Director with the Self Rehoming program. 75% of this program is onboarding pet owners into the program, processing forms in Shelterluv,

providing support/feedback to increase marketability of pets, providing additional support on breed or other rescues, proper data entry, and effective communication to the AC staff if the pet was adopted from BRHS. 25% is following up with pet owners at least on a monthly basis, updating profiles, and continuing support.

- Assist grassroots initiative that promote pet retention and spay/neuter
- Assist with public education events and community outreach presentations with schools, churches, civic groups, neighborhoods, and various community organizations
- Monitor outreach data in reporting programs for accuracy and efficacy
- Treat all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promoting a humane and caring attitude toward all animals and owners.
- Other duties as assigned

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date.

Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School diploma preferred
- A valid, unrestricted driver's license with a driving record acceptable by BRHS's insurance carrier
- Experience in animal handling and knowledge of basic animal husbandry
- Strongly preferred knowing and understanding conversational Spanish
- Proficiency in Microsoft Office applications including Outlook, Word and Excel
- Detail oriented and accurate recordkeeping and accuracy in processing confidential information
- Excellent organizational skills
- Ability to develop and maintain positive and effective working relationships with coworkers, volunteers, community organizations, vendors and general public while working independently and collaboratively
- Ability to be flexible in a fast paced environment.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk, and hear. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl
- Ability to lift 50 lbs
- Must be comfortable operating a van
- Self-starter able to work independently and as part of a team
- Must love animals AND people!

Certificates, Licenses & Registrations:

Must be willing to give permission for a background check and a DMV report. Must possess a valid, unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature Date