

PILOT for Pets



Position	<u>Case Worker</u>
Primary Objective	The PILOT case worker manages the process of transferring dogs between PILOT's partner animal control agencies, shelters, and rescues (sending and receiving organizations).
Weekly Time Commitment	This position requires an average of 5-10 volunteer hours per week. This will vary.
More Details	This volunteer position is highly time sensitive and requires time-critical responses. Shift schedule is irregular. Must have access to phone and email daily and have a flexible enough schedule to be available for occasional calls or emails during operating hours of animal control facilities and shelters/rescues, generally Monday-Friday during normal business hours. Some weekend and evening hours may also be needed.
Responsibilities	<ul style="list-style-type: none"> • Manages all aspects of a transfer facilitated by PILOT (a "case"), and assures that it occurs in a timely and organized manner. These include: <ul style="list-style-type: none"> ○ Responding to inquiries about dogs from receiving organizations ○ Matching dogs with a receiving organization ○ Initiating the behavior observation and transport processes ○ Coordinating with many PILOT volunteers including the case manager, behavior coordinator, and transport coordinator ○ Completing a transfer generally takes 7-10 days, but can take up to two months • Responds in a timely manner when assigned a case • Acts as a liaison with an assigned group of receiving organizations and builds positive working relationships with them • Is familiar with receiving organizations' practices and procedures as they relate to PILOT facilitated transfers • Maintains a log of interactions and updates PILOT database with current case status • Reports to the case manager
Qualifications	<ul style="list-style-type: none"> ✓ Excellent communication and organization skills ✓ Excellent interpersonal skills and ability to work well with a wide variety of people ✓ Knowledge of MA animal shelter and rescue organizations a plus ✓ Ability to handle confidential information in a professional and responsible manner ✓ Continual access to Internet, email and phone ✓ All volunteers are expected to act in a professional manner when representing PILOT and when dealing with volunteers, animal control or shelter and rescue organizations, in order to benefit the animals to the greatest degree
Training Requirements	<p>All volunteers are required to:</p> <ul style="list-style-type: none"> ✓ Read the volunteer handbook in its entirety ✓ Review the volunteer orientation slideshow ✓ Refer any questions to the case manager or the volunteer coordinator <p>In addition, the case worker is required to:</p> <ul style="list-style-type: none"> ✓ Work closely with the current case manager to become familiar with the day-to-day responsibilities of the case worker ✓ Familiarize themselves with other PILOT volunteers, especially case workers, and the receiving organizations to which they have been assigned ✓ Complete training on the PILOT database ✓ Familiarize themselves with other volunteer positions and duties, especially those that will play a role in the transfer process
Apply Now!	<u>Click here to apply for this position.</u>