

“Best Friend” Shelter Relationship Owner

Reports to: National Volunteer Team

Organizational Impact: This position supports Best Friends’ mission to help shelters reach no-kill status by building positive relationships with shelters that Best Friends is not currently working with. By being a friendly resource, this role encourages trust and opens doors for future partnerships.

Position Function and Goals:

- The primary goal of this role is to establish a friendly and supportive presence on behalf of Best Friends Animal Society and the no-kill movement in general. This role encourages trust and opens doors for future partnerships with shelter(s) assigned. By consistently providing positive and supportive interactions, our hope is that both Best Friends Animal Society, and the no-kill movement as a whole, are viewed as trusted and approachable partners.
- With anti-no-kill rhetoric seeking to discredit proven lifesaving programs, and a tiny activist segment of the no-kill movement resorting to name calling and other tactics we do not condone, it is more important than ever that our no-kill goal be represented with kindness and a willingness to help save lives.

Time Commitment and Location of Work:

- Remote/virtual position - work from home
- Communication will primarily be conducted by phone and email
- 1-2 hours per month on an ongoing basis, this is a long term project up to 1-2 years, with plans to start late April/early May

Core responsibilities:

- You will be assigned a shelter and provided with a Shelter Profile document describing many details we already know about the shelter and community. If you are assigned a shelter that has a long history or specific sensitivities that you should be aware of, you may be asked to meet with a Best Friends Regional Team member prior to reaching out.
- The Shelter Profile or Regional Team staff will provide you with either a suggested contact method and/or person. It may be recommended that a staff member introduces you, or you may be given the OK to introduce yourself.
- Your next step is to learn more about the shelter and begin work on the Key Objectives described in the Shelter Profile.
- Become a Best Friend to the Shelter by:

- Celebrating successes.
- Sharing resources from the Best Friends Network when applicable to help solve problems.
- Reminding shelters of grant opportunities and Network Challenges.
- Tactics for relationship building might include:
 - Following the shelter on social media (when it exists).
 - Email or written communication with shelter leadership.
 - Phone calls or in-person visits where possible.
 - Learning about the shelter's challenges and history through online research.
- Document monthly interactions via electronic tracking methods
- Track and input hours worked into the Best Friends volunteer database.

Qualifications/Requirements:

- Friendly, positive demeanor and excellent communication skills.
- Consistent follow-up and proactive engagement.
- Ability to work independently and maintain organized records of interactions.
- Complete training to prepare for role
 - Shelter Engagement online training module (approximately 25 minutes). This training will help familiarize you with how to connect with shelters in a professional and supportive way.
 - Shelter profile template provided to you
 - Review Network Partner education resources site

Please email nationalvolunteers@bestfriends.org if interested in volunteering