

Shelter Engagement Team Support Volunteer

Reports to: Liz Stamper, Senior Manager, Shelter Engagement

Organizational Impact: This volunteer directly advances Best Friends' no-kill mission by helping partner shelters build the operational knowledge they need to save more lives. By delivering training on operational programming, this volunteer helps shelters strengthen the day-to-day systems that support the safe movement of animals out of the shelter and reduce shelter killing.

Position Function/Goals/Deadlines:

- Support partner shelters in achieving a 90% save rate by providing training and coaching on operational programming and lifesaving best practices.
- Help shelter staff and volunteers implement sustainable programs such as adoptions, transport, return-to-owner, return-to-field, and pet retention through clear, practical instruction.
- Build shelter capacity and buy-in so that lifesaving programming continues to run effectively after each training engagement.

Time Commitment and Location of Work:

- Work is performed remotely from the volunteer's home for virtual training as scheduled and coordinated in advance. If partner shelters are within driving distance to volunteer, in-person support may also be requested with no overnight travel required.
- Approximately 2–5 hours per week, flexible around scheduled training sessions and preparation time.
- Ongoing role with no fixed end date; individual training engagements are scheduled as shelter needs arise.

Core responsibilities:

- Deliver training sessions to shelter staff and volunteers on operational programming, including shelter operations, lifesaving programs, and animal welfare best practices.
- Coach and mentor shelter teams on implementing lifesaving programs such as progressive pet retention, adoptions, transport, return-to-owner, and return-to-field.
- Review training materials and presentations so content is clear, engaging, and appropriate for audiences with varying levels of exposure to animal welfare best practices.
- Support team administrative duties, such as data acquisition.
- Serve as a mission ambassador, representing Best Friends' mission and vision with

professionalism, kindness, and respect in every shelter interaction.

- Support team-building and buy-in among shelter staff to help sustain lifesaving programming after training is complete.
- Respect partner shelter policies and procedures when working on-site or virtually with partner facilities.
- Track and input hours worked into the Best Friends volunteer database.

Qualifications/Requirements:

- Experience in animal welfare in a shelter environment; direct experience with lifesaving programs is preferred.
- Comfortable presenting and training both in person and virtually, to individuals as well as large groups; public speaking experience preferred.
- Strong verbal and written communication skills and the ability to explain operational concepts clearly.
- Comfortable engaging with individuals from a variety of backgrounds, some with limited exposure to animal welfare best practices.
- Proficiency with Microsoft Office and common virtual meeting/presentation tools.
- For in-person trainings, ability to be in a shelter environment and work in the presence of both cats and dogs, including large numbers of animals, and willingness to travel to partner shelter locations as scheduled.
- Training for this role will be provided to interested volunteers by the Shelter Engagement Team.

To apply, please submit your resume or summary of relevant experience to nationalvolunteers@bestfriends.org.