



# Community Support Coordinator

## JOB DESCRIPTION

### JOB SUMMARY

Community Support Coordinator is a full-time position. The Community Support Coordinator is responsible for developing and executing programs to connect animals with their loved ones, communicate with the public and other departments at the shelter, and provide support. Excellent communication and empathy skills will be required in order to thrive in the position. The duties for the Community Support Coordinator include but are not limited to the list below.

### OVERALL REQUIREMENTS

- Handle both dogs and cats
- Effective use of different technologies- texting apps, shelterluv, google calendars
- FANTASTIC customer service skills
- De-escalate any customer situations that could be disruptive
- Research and comb through missing pet pages to reunite animals with their families
- they will call microchip companies to reunite animals
- Act as primary point of contact for the Self Supported Rehoming Program- goal of the program is to decrease relinquishment of animals to the shelter for medical or behavioral needs by providing other resources to keep pets with their families
- Ensure messaging is consistent regarding the program and its services
- Liaise with the medical team, behavior team and adoption team about case and possible treatment pathways
- Ensure all waivers and consent forms are signed, and all records are accurate and maintained
- Maintain inventory and supplies for the program
- Ensure data collection and tracking to measure program outcomes.
- Provide empathy, compassion and emotional support to clients as needed in a variety of situations, including pet loss, housing insecurity and evictions, family crisis and trauma.
- Provide regular check-ins and follow-up support in an effort to maintain relationships with clients
- Maintain inventory and supplies for the program
- Ensure data collection and tracking to measure program outcomes
- Assisting with clinic needs- entering medical exams, helping process animals when needed



## QUALIFICATIONS

- Excellent communication skills
- Detail and goal oriented
- Professional, responsible, and innovative
- Take initiative and able to work in a fast-paced environment
- Ability to problem solve and make decisions
- Dependable and organized
- Flexible and cooperative
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## WORK ENVIRONMENT

The Community Support Coordinator will work both indoors and outdoors. Must be able to work at a computer for extended periods of time. Must be able to stand, walk, and move for extended periods of time. Must be able to have reliable transportation to conduct all work at the shelter in Summerville. This role requires flexibility and the ability to stand, lift, kneel, crouch, and bend.

The Community Support Coordinator reports to the Community Support Manager.

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- Take initiative and able to work in a fast-paced environment
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- Dependable and organized
- Flexible and cooperative

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## ACKNOWLEDGEMENT

By signing below, I, \_\_\_\_\_, understand what is required of my position at Dorchester Paws.

Signature \_\_\_\_\_ Date \_\_\_\_\_