**Volunteer Position - Kitten Case Manager**

**SUMMARY:** Case Managers are a volunteer support system for Neonatal Fosters (kittens). These volunteers will act as a liaison between the Foster/Rescue coordinator and the foster parent. These volunteers can work from home and should expect to spend no more than 10 hours a week in this role, depending on their caseload.

**PRINCIPAL DUTIES**

* Working only via email.
* Checking in with foster parents on a weekly basis.
* Keeping up to date on medical appointments and behavioral growth. Offering reminders to foster parents of vaccines, boosters, etc.
* Answering the basic animal care and training questions, in accordance with the PSPCA model.
* Answering the basic questions about the adoption process.
* Reporting to the Foster/Rescue coordinator on cases managed.
* Working effectively, efficiently, and in accordance with the organization’s policies to move kittens through the adoption process.
* Treating 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;

**REQUIREMENTS**

* Maximum 10 hours per week commitment.
* Experience with basic kitten care.
* Experience with neonatal kitten care.
* Able to navigate Google docs, Google sheets, and a shared email.

**EXPERIENCE, ABILITIES, AND QUALITIES REQUIRED**

* Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
* Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
* Maturity and good judgment.
* The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.

**INTRODUCTORY TRAINING PERIOD:** The Foster/Rescue Coordinator will be offering training on shelter specifics in relation to this role.