



Volunteer Job Description

Title: Case Manager

Reports to: Intake Coordinator. Actively consults with the AZBTR Leaders Group

Purpose of Position: The Case Manager will find a foster for the dog coming into rescue within his/her region or by coordinating with other Case Managers. The Case Manager will work with the foster and AZBTR Leaders to make medical decisions, behavior, etc. as well as keep track of necessary paperwork such as surrender forms, vaccination records, dates of medical visits. Case Managers will also work together with the AZBTR Leader Group to find an appropriate adopter for the dog in foster care

Duties and Responsibilities:

- Coordinate and communicate with surrendering owners to coordinate pickup with the Transport Coordinator and Owner, ensuring all compliance documentation (proper paperwork and signatures) are obtained from the surrendering owner.
- Coordinate and communicate with the Intake Coordinator and the AZBTR Leaders Group to place dogs in foster homes that fit the incoming dog's needs.
- Communicate information to the foster homes to ensure that the foster volunteers have everything they need in order to take care of a dog in their home.
- Communicate medical needs for the incoming dog to the foster home, President and/or Vice President and ensure that the dogs medical needs are met prior to adoption. Arrange veterinary appointments with preferred animal clinics and work with Foster or Transporters to get animals to/from veterinary visits
- Make arrangements with fosters who are going on vacation and need to have another foster family take care of the dog while away.
- Ensure that behavioral issues are being corrected and determine whether training needs to be completed or tips on correcting behavior needs to be given.
- Mentor fosters during medical emergencies and approve hospital visits in conjunction with AZBTR Board approval
- Maintain animal records using AZBTR systems (e.g., Google Drive and RescueGroups.org)

- Prepare Foster Placement and Adoption Placement contracts and medical records in animal records and hand off to Microchip and Licensing Administrator when an adoption is finalized

Qualifications:

- Minimum of two years of AZBTR experience as a foster parent or volunteer coordinator making a definitive contribution to rescue operations and/or activities or five years of 501c3 rescue experience
- Excellent communication skills with a keen eye for detail and an ability to quickly take action and make decisions as unexpected situations arise.
- Demonstrated ability to comprehend software and systems use (e.g. Microsoft Office, Google Drive and RescueGroups.org) and follow AZBTR processes
- Willingness to be readily available to coordinate with Intake Coordinator, prospective Foster Homes, and other AZBTR Leaders in order to promptly place incoming animals into a Foster home and work with potential adopters when placing animal

Training Requirements:

- Google Drive: accessing forms and folders and saving completed files to the shared drive
- Rescuegroups.org: reviewing submitted forms, creating and assigning forms to other coordinators/volunteers, adding and managing animal records, uploading appropriate documentation and forms to animal and contact records
- Foster training and mentor training

Time Commitment:

- About 5-20 hours per week, varies depending on the time of year, rate of surrenders, and number of dogs in foster homes

Volunteer Benefits:

- Helping homeless Boston Terriers find their forever homes
- Working with foster families and AZBTR Leaders
- Opportunities to attend AZBTR events
- Making a difference in the community

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