

**FAIR Post-Adoption Counselor  
Job Description**  
**Time required: approximately 5 hours per week**

The Post-Adoption Counselor:

1. Reports to the Post-Adoption Manager
2. Follows up on newly adopted animals:
  - a. Receives (via e-mail from the Post-Adoption Manager) lists of animals adopted over the weekend, which include the name and species of the animal, the name and phone number of adopter, and the name and phone number of the former foster
  - b. Contacts adopters 1-2 weeks after the adoption
  - c. Thanks adopter for adopting from FAIR and states that the call is to see how things are going with their new companion
  - d. Keeps notes on adopters' comments
  - e. Asks adopters if they've used their free vet visit and signed up for their two months of free vet insurance through Shelter Care
3. Follows up on post-adoption contacts initiated by the adopter as soon as possible
4. Reports the good news when adopters are happy with the adoption:
  - a. Asks adopters to e-mail a story and picture, if possible, to [news@faircares.org](mailto:news@faircares.org)
  - b. Sends a brief update to [FAIRfosters@yahoogroups.com](mailto:FAIRfosters@yahoogroups.com)
  - c. Calls the foster with an update if the foster does not have e-mail access
5. Provides options when adopters have a concern:
  - a. Listens sympathetically to concerns, which may include complaints that the animal:
    - i. Is not getting along with a cat or dog already in the house
    - ii. Isn't house trained
    - iii. Is destructive or noisy
    - iv. Escapes from the property
    - v. Is food-aggressive
    - vi. Is not bonding with the adopters
    - vii. Has bitten a human unprovoked or shown unprovoked aggression towards a human or another companion animal (in this case, FAIR cannot take the animal back)
  - b. Keeps notes on adopters' comments
  - c. Advises adopters that in general, FAIR cannot help with health issues after the adoption
  - d. Offers suggested solutions to any behavioral concerns, if possible (see [http://www.humane-so-arizona.org/training\\_behavior\\_problems.htm](http://www.humane-so-arizona.org/training_behavior_problems.htm) and <http://www.petsforlife.org/>)
    - i. If a suggested solution for a behavioral concern is not immediately known, offers to find answers by contacting the Post-Adoption Manager, 904-3288
    - ii. Re-contacts adopter as soon as possible with answers to behavioral concerns, even if the answer is "I'm sorry, but we can't help."

- iii. If waiting to hear back from another FAIR volunteer for more than a day or two, keeps adopter advised about the delay
- e. Refers adopters to other sources of training, including:
  - PETS MART
  - The Humane Society of Southern Arizona (795-6225)
- f. If adopters are unwilling to follow through on suggestions, contacts the Post-Adoption Manager at 904-3288

The Post Adoption Counselor should have:

- Completed FAIR Volunteer Orientation and Adoption Counselor Training
- Excellent customer service skills, and a willingness to assist people
- The ability to deal with unpleasant people without taking it personally
- Good writing and computer skills
- A genuine concern for the welfare of all animals
- A dedication to FAIR and a willingness to act in accordance with FAIR's vision, mission, goals, policies, and procedures
- Knowledge of:
  - Proper companion animal care and handling
  - Animal and human health and safety
  - Laws relating to animals and volunteers
  - The physical and behavioral characteristics of companion animals
- The ability to:
  - Communicate well in English, with the ability to communicate in Spanish highly desirable
  - Listen well
  - Manage time effectively