



HASS Playbook: Pet Support Services

Responding to Calls or Emails Requesting Support

Who Should Respond to Calls, Emails, or Community Support Requests?

It is a best practice for organizations to have at least one dedicated individual responding to public requests for support. This ensures personnel not dedicated to this effort can focus on other lifesaving responsibilities, but also have a consistent and strategic approach to providing pet support solutions. The person(s) in this role should be well-versed in all available services or programs offered by the organization and established partners, as well as referral opportunities for programs and services for external programs and services. It's also encouraged to appoint a bilingual individual in this role.

Considerations: Some organizations may opt for this role to serve as an official case worker or counselor for the organization, supporting the assessment, coordination, and specific case-by-case recommendations to improve outcomes for both the pet and the person. Other organizations may find they prefer this role to have a specific customer service-oriented focus to provide support options and more complex case management to be handled by an additional team and/or individual. See a few sample job descriptions that may fit your organization's unique needs for this role below.

Sample Job Descriptions

- [HASS Sample: Customer and Pet Support Supervisor](#)
- [Gateway Pet Guardians Sample: Pet Support Counselor](#)
- [Gateway Pet Guardians Sample: Community Hotline Assistant](#)
- [LifeLine Sample: Community Caseworker](#)
- [Arizona Humane Sample: Bilingual Pet Resource Call Center Specialist](#)