
Shelter Outcomes Coordinator Volunteer Position Description

Reports to: Senior Manager, Eastern Region

Organizational Impact:

The Shelter Outcomes Coordinator volunteer is integral to our mission of increasing lifesaving outcomes for shelter animals. Many shelters striving toward no-kill status face significant resource constraints that limit their ability to prioritize live outcomes. By deploying and embedding dedicated support through this role, we demonstrate that a focused Outcomes Coordinator can have a measurable impact on the number of animals saved. This position is not only essential, it proves to be a critical catalyst for progress in shelters working to build sustainable, lifesaving programs.

Position Function/Goals/Deadlines:

The Shelter Outcomes Coordinator will be responsible for supporting the increase of live outcomes for shelters through adoptions, foster placement, and rescue partnerships. By working directly within partner shelters, these volunteers provide targeted, on-the-ground support that strengthens core programs. Their presence helps alleviate staff workload, jumpstarts community engagement efforts, and builds sustainable processes that continue long after their assignment ends. This role is instrumental in driving positive change towards no-kill, accelerating animal placements, and creating long-term impact in under-resourced shelters. Best friends will be covering meals and travel expenses for the deployment.

Time Commitment and Location of Work:

- In-person volunteering at assigned shelter location
- Four virtual training calls (1 hour each) prior to deployment to prepare volunteers for this role in the areas of shelter programming such as adoptions, foster, and transport best practices.
- Assignments range from 3 days to 2 weeks at designated shelter locations, with duration based on project needs.

Core responsibilities:

Assignments may include:

- Assist in planning, promoting, and facilitating on-site and off-site adoption events, collaborating with shelter staff and local partners to coordinate logistics for adoption events, including scheduling, animal selection, volunteer assignments, marketing, and setup.
- Support matchmaking between adopters and animals by engaging with potential adopters to understand their needs, preferences, and lifestyle. Offer resources to ensure adopters feel confident and prepared, contributing to successful placements and reduced returns.



- Help recruit, onboard, and support foster caregivers by identifying and engaging potential foster caregivers through outreach and in-person conversations. Assist in the onboarding process, including application reviews, training, and resource distribution.
- Strengthen communication with partner rescues and transport organizations by contacting existing rescue and transport partners to identify placement opportunities. Share detailed information on animals in need, including photos, medical/behavioral notes, and timelines.
- Help develop and sustain relationships with new partners by providing professional, timely, and transparent communication.
- Help prepare animals for transport by coordinating with shelter staff to ensure animals selected for transport are medically and behaviorally cleared, have all required documentation, and are safely kenneled and labeled. Assist with pre-transport logistics.
- Assist with taking quality photos and writing engaging, accurate pet bios to help promote adoptable animals across shelter platforms and social media.
- Track and input hours worked into the Best Friends volunteer database.

Qualifications/Requirements:

- Familiarity with animal shelter operations.
- Comfortable handling dogs and cats.
- Comfortable working in a shelter environment, including those that are not yet no-kill.
- Ability to take eye catching photographs of animals for adoption using your own cell phone or camera.
- Complete 4-hour virtual training provided by Best Friends to prepare volunteers for this role in the areas of shelter programming such as adoptions, foster, and transport best practices.

Please email nationalvolunteers@bestfriends.org with a summary of experience and relevant skills if interested in volunteering for this role.