



## ***Animal Care Centers of NYC (ACC) Special Case Advocate***

### **Summary**

ACC strives to end and prevent animal homelessness in NYC by bridging gaps that separate humans and animals; providing programming and services that address needs across the full spectrum of the human/animal experience; and aligning policy with community needs and health and safety. The Special Case Advocate is responsible for assisting the Community Resources Department in accomplishing programmatic goals such as keeping families together. As the Special Case Advocate, you will be responsible for navigating more complicated cases, especially those involving coordinated work with human service agencies. You will work to find creative solutions to help people keep their pets through hospitalization, incarceration, housing instability, etc. Aspects of this job may be done remotely, though occasional travel to the care centers in all 5 boroughs will be necessary.

### **Responsibilities**

#### **Administrative (45%)**

- Develop and maintain resources for clients and staff
- Establish and maintain consistent documentation of client intervention and support
- Track and analyze data to drive programming strategy
- Maintain a good understanding of what ACC can offer
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the program
- Develop new and creative ways to improve operations of the program as time allows

#### **Client-Facing (45%)**

- Counsel clients to determine best options for them and their pets
- Act as a liaison between clients, human services, and animal services organizations
- Serve as the case manager for clients with short- and long-term plans
- Provide empathy, compassion, and emotional support to clients as needed
- Provide pet loss support and counseling to clients
- Support clients in times of crisis and transition by connecting them with the appropriate programs and organizations
- Follow-up regularly with clients to ensure all needs are being met

#### **Other (10%)**

- Participate in Community Resources events, such as wellness clinics and pet food pantry, as needed
- Perform other duties as assigned

**Qualifications**

- Ability to excel in a fast-paced, often high-stress, ever-changing environment
- Customer-driven and focused on providing a positive, upbeat, experience during all interactions
- Must treat all people and animals with respect
- Must work well independently
- Exceptional leadership, communication, time management, facilitation, and organizational skills
- Experience using Microsoft Office products such as Word and Excel

**Education and Work Experience**

- Bachelor’s degree in Social Work required, Master’s degree preferred
- 2+ years’ experience in social work, human services, animal welfare, or related field is required.
- Spanish-speaking preferred, but not required

**Work Environment**

At ACC it's all-hands-on-deck. We work together as a team, which means you may be asked to help with tasks that involve working outside in all sorts of weather. As a busy animal shelter in one of the biggest cities in the world it can get noisy inside. Employees should have the ability to remain calm yet professional in stressful situations involving animals and/or members of the public. ACC houses hundreds of animals in its facilities at any given time and with that comes fur, odors and other airborne particles in abundance.

ACC offers many low-cost services to pets and people in need. This includes compassionate end-of-life services for people who cannot afford to go to a private veterinary office but still want to provide a professional and peaceful transition for their beloved pet.

Aspects of this job may be done remotely, though occasional travel to HQ and the Care/Resource Centers in all 5 boroughs will be necessary.

**Reports To:** Senior Manager, Community Resources

**Overtime:** This position is eligible for overtime as approved by Director of Community Resources.

I have read and understand the job description for my position as Special Case Advocate.

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Print Name

Signature

Date

**NOTE:** This job description is not intended to be all-inclusive. Employee may be required to perform other related duties to meet the ongoing needs of the organization.