ESTABLISHED 1952
ANIMAL RESCUE LEAGUE
OF BERKS COUNTY

Title: Community Response Technician

Position Summary: The Community Response Technician (CRT) serves as a bilingual, non-enforcement resource for pet-owning families in the City of Reading, with an emphasis on neighborhoods experiencing barriers to veterinary care and other animal-welfare resources. The CRT builds trust, identifies barriers to care, provides pet-owner education and practical assistance, and connects households with veterinary and human-service resources before concerns escalate. Working in partnership with Humane Society Police Officers, municipal agencies, interns, volunteers, and community organizations, the CRT supports a tiered response model that reserves enforcement resources for situations requiring legal intervention while addressing support-focused cases through relationship-based services.

Supervisor: Client Services Supervisor

ARL Culture:
Working at the ARL requires a positive attitude and high emotional intelligence. We have an inclusive, mission-driven, people-first culture of compassion in adherence with our organizational values (www.berksarl.org/values and the animal-sheltering industry's human-animal support services model (www.humananimalsupportservices.org). Advocacy of the ARL and animal welfare as it relates to animal sheltering is central to organizational goals and community/stakeholder conversations.

Staff members at all levels are expected to be ARL mission ambassadors. This person will be devoted to assisting the organization accomplish the necessary philanthropic duties that will assist in raising funds and spreading positive awareness of the organization to the community. These duties include, but are not limited to:
-Providing needed information for stories and promotions.
-Ensuring the needs of the animals and public are met whenever possible.
-Assisting with events or fundraising as needed.

Examples of Duties and Responsibilities:
Community Support and Outreach

- Provide pet-owner education, animal behavior support, and practical guidance intended to stabilize households and prevent avoidable shelter intake.
- Build respectful, non-judgmental relationships with residents and identify barriers affecting their ability to provide care for pets.
- Conduct home visits, neighborhood outreach, and follow-up visits with households experiencing animal-welfare challenges.

- Distribute pet food and basic supplies based on established program criteria and available resources.
- Provide ongoing follow-up for households with recurring challenges or high-volume animal populations.
- Model professionalism and exceptional client service while promoting ARL's mission, programs, and events and maintaining a positive, non-judgmental experience for residents, partners, staff, interns, and volunteers.

Resource and Referral Coordination

- Receive and respond to appropriate non-emergency referrals from Humane Society Police Officers, municipal partners, and community organizations.
- Connect residents with human-service and community resources when needs extend beyond pet support.
- Recognize concerns requiring Humane Society Police Officer, veterinary, emergency, or human-service intervention and follow established referral procedures.
- Coordinate approved doghouse replacements, minor fencing improvements, and other basic housing support projects with ARL's Facilities Team and program partners.
- Coordinate exchanges or distribution of collars, leashes, harnesses, crates, litter supplies, and other approved equipment.
- Provide or coordinate transportation assistance and referrals for veterinary wellness, spay/neuter, and other approved services.

Partnership and Teamwork

- Collaborate with Reading Police, Fire, and Codes personnel and other municipal partners on appropriate referrals and coordinated support.
- Communicate effectively with ARL departments and community partners to ensure coordinated, timely, and compassionate service.
- Work closely with Humane Society Police Officers to distinguish support-focused cases from matters requiring legal intervention and promptly refer suspected cruelty or neglect concerns.
- Work with interns and volunteers supporting outreach, supply distribution, transportation, and follow-up activities.

Documentation and Program Development

- Maintain accurate, timely, and confidential records of services delivered, ZIP code, referrals, transportation assistance, veterinary connections, repeat calls, and follow-up outcomes.
- Track community needs and service outcomes to support program evaluation, learning, and recommendations for future program development.
- Assist with developing and refining service protocols, referral pathways, resource lists, and outreach materials during the pilot period.
- Follow established referral criteria, service protocols, safety procedures, and program eligibility guidelines.

Field Operations and Safety

- Apply trauma-informed communication, de-escalation, safe animal handling, animal behavior, and pet first-aid practices in the field.
- Maintain assigned vehicles, supplies, and field equipment in a clean, organized, secure, and ready-to-use condition.

- Other responsibilities as assigned.

Qualifications:
Required
- High school diploma or equivalent.
- Bilingual communication ability (Spanish/English) sufficient to effectively serve residents participating in the program.
- Valid Pennsylvania driver's license in good standing and ability to safely operate an ARL vehicle.
- Strong interpersonal and customer-service skills with the ability to build trust with individuals from varied backgrounds.
- Ability to communicate clearly, respectfully, and non-judgmentally in stressful or emotionally charged situations.
- Ability to work independently in the community while maintaining effective communication with supervisors and team members.
- Strong organizational, time-management, documentation, and follow-through skills.
- Basic proficiency with Microsoft Outlook, Word, and electronic recordkeeping systems.
- Ability to maintain confidentiality and accurately document client and service information.
- Comfort conducting home visits, neighborhood outreach, and working around privately owned animals.
- Ability to interact with animals calmly and safely.
- Commitment to ARL's mission and to serving animals and people with compassion, integrity, and cultural humility.

Preferred or Ability to Learn Through Training
- Knowledge of animal behavior, humane pet care, low-stress or fear-free handling techniques.
- Knowledge of community resources and common barriers to veterinary care.
- Experience with trauma-informed communication and de-escalation.
- Pet first-aid knowledge.
- Experience working in community outreach, human services, animal welfare, social services, or a related field.
- Ability to recognize situations requiring HSPO, veterinary, emergency, or human-service intervention.
- Willingness to complete required training related to animal handling, trauma-informed communication, de-escalation, safety, documentation, and program protocols.

Work Environment & Physical Requirements
- This position involves significant community-based fieldwork, including driving, home visits, neighborhood outreach, and interaction with privately owned animals.
- Work may occur indoors and outdoors in varying weather and environmental conditions.

- May be exposed to animal fur, dander, odors, waste, cleaning products, airborne particles, pests, sharps, biohazards, high noise levels, and other environmental hazards.
- May enter residences or other locations that are cluttered, unsanitary, unstable, or otherwise present environmental or personal-safety concerns.
- Must be able to recognize potential hazards, follow established safety procedures, and properly use required personal protective equipment.
- Must be able to sit, stand, walk, drive, bend, reach, and safely lift or move supplies and animal-care equipment weighing up to 50 pounds.
- Work may involve interactions with individuals experiencing stressful, emotional, or complex circumstances.
- Evening and weekend availability is required based on program and community needs.

Position Details:

Full-time, non-exempt, competitive salary, education opportunities, plus benefits, (full time only-including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan). Work schedule includes evening or weekend hours based on program and community needs.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.

I acknowledge that I have read and understood the above job description in its entirety and am capable of performing all of the stated requirements.

_____ _____

Employee Signature Date

_____ _____

Chief Engagement and People Officer Date