



VOLUNTEER GUIDE

INTRODUCTION

Thank you for deciding to volunteer with Basil's Forever Sofa; we are so excited to have you with us on our mission to find as many furry friends their Forever Sofas!

As a volunteer, you'll get a front row seat to all the wonderful adopters and dogs waiting to be matched to one another. Every potential adopter who reaches out brings us such excitement, knowing that they could be the perfect home for one of our dogs. You'll also learn just how thorough our process is to ensure our dogs are matched to home and adopters who can meet their needs, ideally getting the right match first time.

Though it's an incredibly rewarding role, it can be challenging too, especially when things don't go as planned. However, we have a fantastic and collaborative team and we all support one another. However you're helping out, we promise it's worth the hard work!

WHY DO ADOPTERS LOVE BASIL'S FOREVER SOFA?

Because of our wonderful team of amazing volunteers (and our furry friends of course!). The majority of applications come as a result of interaction through our social media platforms. Without our personalised and people-focused responses and support, there would be no applications!

We pride ourselves on delivering a 'gold standard' service as many new adopters will gauge our credibility from the very first interaction they have with us. So whether you're supporting with social media, fundraising, homing or post-adoption care, always ask yourself where you can squeeze in a little bit extra 'customer service'!

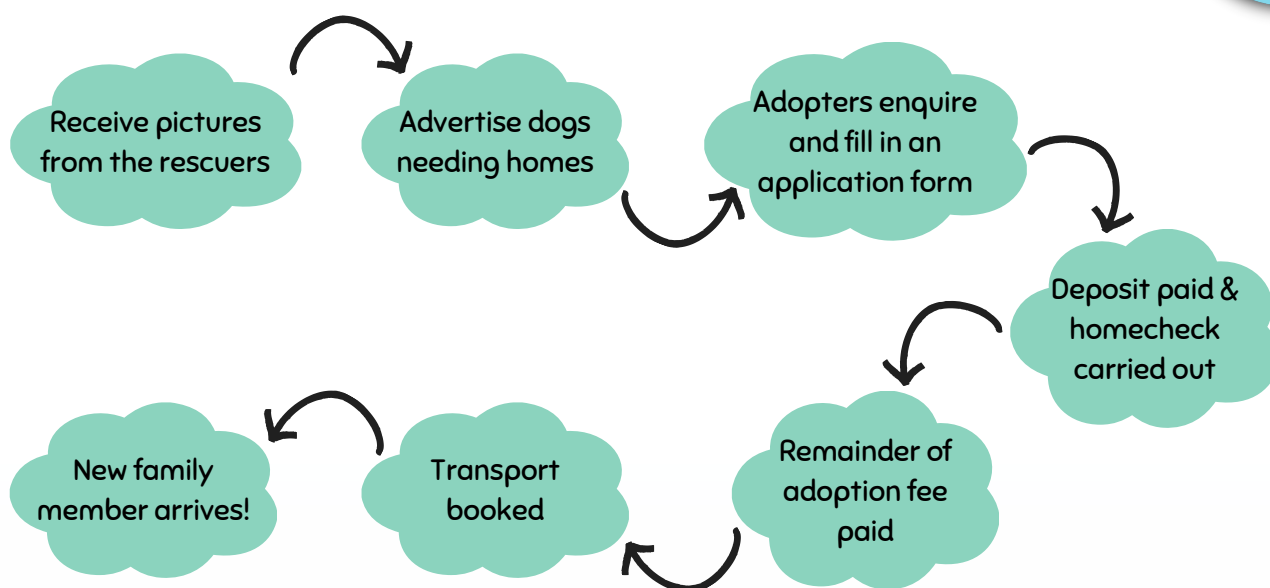
STARTING OUT AS A VOLUNTEER

Ask plenty of questions – no matter how small, there will always be a member of the team who is happy to help! If you don't ask questions, you won't find out key information to give you the confidence to support us in the best way.

Don't take on more than you can manage – we understand you will have other commitments outside of volunteering so speak up if you're struggling or need to take a step back.

We have a zero tolerance policy on rudeness from anyone, including potential adopters! You deserve to be treated with respect, so speak up if something doesn't feel right.

OUR PROCESS



OUR STRUCTURE





MARKETING & PROMOTIONS

Responsible for maintaining our various social media channels, keeping these active and up-to-date as well as running fundraising campaigns.

Typical tasks involve:

- Promoting our dogs after we've received pictures and videos from our rescuers on Facebook, Instagram, TikTok and other various groups.
- Creating dog-specific albums on the main Facebook page of dogs available for adoption.
- Responding to questions and queries from potential adopters, including sending application forms.

Aims:

- To post a minimum of one post per day per platform (if we receive large volumes of dogs or pictures from our rescuers, we will post one at a time to ensure each dog has its fair share of attention)
- To respond to potential adopters within 1 hour, ensuring we're agile and move as fast as possible to find each dog a home. We want to ensure potential adopters do not lose interest.

APPLICATIONS, HOME CHECKS & MATCHING

Responsible for answering any adopter questions and ensuring the correct match between dog and adopter.

Typical tasks involve:

- Gathering as much information as possible via application forms and through photos/videos of the home.
- Communicate with the adopter regarding the £50 deposit which is to be paid prior to the home check being scheduled. This deposit is only refundable in the event that BFS cancels the adoption; not if the adopter changes their mind.

Aims:

- To contact the adopter within 24 hours of the initial application form being received and completed in full.
- To determine whether the home (as shown via forms and photos/videos) is appropriate for any of our dogs. There may be conditions that must be met before the home is deemed appropriate (e.g. stairgate required, fence to be heightened or repaired, or child test required).
- To review the home against the dog chosen by the adopter to ensure suitability of the match, usually within 24 hours unless additional conditions are implemented.



PAYMENTS, CONTRACTS & TRANSPORT

Responsible for managing the payment of full adoption fees, contracts are signed and transport is coordinated effectively.

Typical tasks involve:

- Communicating the outstanding adoption fee to be paid by the adopter. This fee is to be paid within 5 working days of a successful home check and match.
- Ensuring all adopters have reviewed and signed the adoption contract in full and to maintain these records securely.
- Coordinating the transportation of the dogs from overseas to the UK. The dogs are in transit for 4 days from collection until dropping off at the adopter's home.

POST ADOPTION SUPPORT

Responsible for supporting new adopters with their new family member during the dog's first week in the UK.

Typical tasks involve:

- Offering support to adopters via WhatsApp, Facebook Messenger or email in a timely manner.
- Providing behavioural support for up to 3 months from the dog's arrival.

Note:

- Support can be offered on a daily basis, but we do need to allow the adopter to become more autonomous to form a strong bond with their dog, so we will gradually take a step back from providing support.

REHOMING

Responsible for managing the process where an adopter feels they aren't able to meet the needs of the dog after it has arrived in the UK with them.

Key Information:

- Sometimes things don't work out and usually no one is at fault, there is always a risk associated with adopting a dog you haven't met.
- As part of the adoption contract, the adopter is to keep the dog for up to 60 days.
- We aim to find the dog a new home within the first 14-30 days, meaning that if the new adopters pull out, we still have time to find another home.



ADMIN & OPERATIONS

Responsible for keeping up-to-date records in a centralised space as well as recruiting for additional volunteers for BFS.

Typical tasks involve:

- Using Shelter Manager, Google Cloud and Excel to record rescuer, dog and adopter details.
- Data is to be uploaded and/or updated within 48 hours to ensure accuracy.

IMPORTANT LINKS

[BFS Facebook Page](#)

[BFS Facebook Page \(for Adopters\)](#)

[Adoption Booklet](#)

BFS Website
(coming soon)

Shelter Manager
(coming soon)

Apply to Adopt
(coming soon)

Apply to Volunteer
(coming soon)