

Position Description:	Foster Coordinator
Reports to:	Supervisor
Collaborates with:	Volunteer and Outreach Coordinator
Supports:	Shelter team, Clinic team

Primary Job Purpose:

Spokane Humane Society is an animal welfare non-profit agency whose mission is supported 100% by donations from the community. The Foster Coordinator is responsible for developing, promoting, and maintaining a wide range of volunteer opportunities within the organization to ensure the successful accomplishment of SHS programs and services. Facilitate the training and support of volunteer/foster parents. Must be able to work independently, manage multiple projects simultaneously, and adapt to changing circumstances under deadline pressure. Each team member of SHS must demonstrate the core values of the organization which include: eager and willingness to go above and beyond, dependable and dedicated to the vision of SHS, and able to be not only be compassionate to animals but also their humans, and fellow staff.

The Foster Coordinator is responsible for the following items:

Essential Duties:

- Develops and maintains standardized training for foster parents. Develop, gather, and collate all approved volunteer literature and materials.
- Recommend the most efficient use of foster/supervisory mix and anticipate future program/service needs to support foster program operations.
- Recruit, interview, and place applicants for foster work. Host and attend recruiting events within the community to attract qualified candidates. Conduct and/or arrange for foster parent orientation and training.
- Develop and manage foster parent policies, procedures, and enforce standards of foster volunteer service. Evaluate all aspects of volunteer and foster programs to ensure effectiveness and recommend/implement changes as appropriate.
- Deal effectively and tactfully with the public; establish and maintain cooperative working relationships between paid and volunteer staff members and other shelter/animal groups and organizations. Confer with volunteers to resolve grievances and promote cooperation.
- Recruit, train, and supervise all fosters who work at adoption and education outreach events.
- Order, inventory, and distribute foster orders and purchases.
- Using Better Impact, maintain accurate records and provide timely statistical and activity reports on volunteer activities. Provide monthly/annual statistics reports to the supervisor.
- Responsible for accurate record-entry including data entry, statistical reporting of the program including but not limited to number and type of animals enrolled into program, number of foster homes, and reasons for animals in care.



- Serve as main contact for all foster homes. Manage placement and care of all foster animals. Coordinates movement of shelter animals into foster care.
- Communicate to supervisor and others as required, to assure foster coverage seven days a week. The Animal Foster Care Coordinator carries a cellular phone while on duty.
- Properly identify all animals and ability to maintain proper paperwork and accurate control of all foster supplies.
- Receive and discharge animals.
- Schedule/manage foster animals for proper vaccine and health check-ups.
- Schedule specialty surgeries and referral appointments for foster animals

Marginal Duties:

- Creates training, orientation and promotional materials, presentations and displays.
- Participates in preparing foster department annual budget for review/approval; monitors revenue and expenses to ensure the department stays within budgetary guidelines.
- Staff support for special events. Attends special events and board of director/committee meetings as needed/requested.
- Monitor health and behavior of animals in foster care and reports findings to veterinarian and/or operations team.

SECONDARY JOB FUNCTIONS:

- Staff support at special event functions-Parade of Paws and FurrBall.
- Provide feedback on animals to supervisor/adoption staff.
- Staff the animal shelter reception area; answer the telephone and direct calls appropriately; greet the public in a helpful and courteous manner. Direct visitors to appropriate shelter areas and request staff assistance as required. Conduct tours as needed or requested.
- Support the clinic during surgery if necessary.
- Assist with the transportation of animals.
- Assist with public education events such as shelter tours and presentations and special events.
- Regularly participates in staff meetings to share ideas and suggestions and receive continuing education to improve the functioning of the shelter. Attend educational programs as required.
- Perform additional tasks and responsibilities as assigned, including but not limited to special projects, cross-departmental collaborations, and other duties as needed to support the team and organization.

Qualifications and Position Requirements:

A college degree is preferred, or four years of progressive work experience in volunteer management. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The ideal candidate should have two to four years of experience in volunteer program management, animal welfare, or related training; or an equivalent combination of education and experience. The coordinator is expected to work occasional weekends, as well as occasional evenings and holidays. This position entails a flexible, non-traditional schedule that may change week-to-week. Strong organizational and time management skills are required, along with the ability to learn quickly and work independently. Effective oral and written communication skills are essential, as well as the ability to interact professionally with a diverse group of clients and staff. While performing the duties of this job, the employee is regularly required to walk, stand, stoop, and sit at a desk or table, enter data into a computer, and perform normal office duties such as filing. The individual must have the ability to physically control animals resisting detention, be physically fit, and be able to exert or lift at least 50



pounds or more without limitations. The incumbent is frequently around animals that are agitated or injured and may attempt to bite or scratch.

Benefits

- Paid vacation, holiday, and sick time
- Healthcare, Dental, and Vision
- Employer-paid health insurance
- Simple IRA
- Employee Assistance Program
- Basic Veterinary Care services after successful six months of employment

This job description is not a contract-management reserves the right to change its contents at any time. This organization is an "at-will" employer and is an equal opportunity employer. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate because of race, color, religion, national origin, age, disability, sex, or sexual orientation.

I possess a full understanding of the job description of the Foster Coordinator

Signature of Employee

Date

Signature of Supervisor

Date