Job Title: Coordinator, Foster Care

Department: Foster Program

Supervisor’s Title: Manager, Foster Care

Direct Reports: x

Grade: x

Location: x

**Job Summary:**

Are you a friendly, detail-oriented people-person who thrives in creating efficiency? Do you excel at open, effective communications to keep things on track in a fast-paced, dynamic environment? Are you passionate about animal welfare and the goodness of people and do you possess a strong interest in finding opportunities for people to help at-risk felines in a real and tangible way? If so, you should consider the role Coordinator, Foster Care in **[enter organization’s name].**

The Foster Coordinator (Coordinator) facilitates deep engagement in the mission of the **[enter organization’s name]** through the administration and support of dedicated volunteer Foster Care providers and the felines in their care.

The Coordinator is a key player in engaging the public as ambassadors for the **[enter organization’s name]**’s mission – through volunteerism, foster care and adoption. You’ll be a member of a high-performing staff and volunteer team providing care for at-risk felines per year and will work collaboratively and effectively with internal and external stakeholders to further the **[enter organization’s name]**’s ultimate desired outcome that all animals live good lives.

The Foster Program currently provides temporary care and placement options for four at-risk feline populations:

* Underage, orphaned kittens ages 4 – 8 weeks
* Kittens ages 2 – 5 months awaiting adoption placement
* Mother cats in need of a stress-free environment to raise their young
* Juvenile and adult cats in need of a second chance outside overcrowded shelters

Using best practices, innovative programs, and measurable outcomes, you will expedite animals to foster care and support the processes to ensure they receive crucial, routine care. Working in conjunction with **[enter relevant departments]**, you will be instrumental in ensuring speedy placement, from **[enter adoption locations, e.g. shelter/rescue or other adoption sites]**.

To succeed in this role, the Coordinator will possess excellent people skills and organizational skills. The Coordinator will champion feline populations enthusiastically to foster families and be fluent in all aspects of feline well-being. Success also hinges on the Coordinator’s ability to partner effectively with medical and behavior subject matter experts to ensure foster homes are provided with the support necessary for success. Partnership with **[enter relevant departments]** will be critical to ensure incoming foster animal capacity does not exceed the ability to provide the highest standards of care, and to ensure that foster and their foster cats are set-up for success.

**Responsibilities:**

Responsibilities will include, but are not limited to:

**Foster Program Coordination (50%)**

* Be a consistent and visible presence with foster care providers; be available to answer questions, receive feedback, lend a hand, and ensure deep understanding of and compliance with the **[enter organization’s name]** foster program procedures and operations
* Support foster population while providing training, supervision, modeling, coaching and ongoing guidance to foster families
* Provide top customer service to the **[enter organization’s name]**’s foster families, respond to emails, text messages, Facebook posts and phone calls from foster parents in a timely manner and resolve issues as they arise
* Partner closely with the Foster Program Registered Veterinarian Technicians (RVTs) to manage daily incoming and outgoing feline populations (including animal handling of felines) from the facility to foster care
* Maintain a “foster on deck” process to ensure timely and efficient flow of animals into foster care
* Prepare for and participate in weekly foster rounds; monitor health and behavior of animals in foster care, track and report any important findings and concerns, provide updates during foster rounds and follow-up with fosters on medical updates within 24 hours
* Coordinate with the veterinarian staff, to establish and sustain a streamlined approach for routine care and medical support to fosters as needed
* Provide all foster families with direct, transparent communication about the purpose of their foster assignment and help those fostering animals with medical and/or behavioral risks to understand that humane euthanasia may ultimately be the appropriate outcome for that animal
* Provide all foster volunteers with comprehensive ongoing training in disease control and prevention in their home, animal handling and safety techniques
* In partnership with the Manager, Foster Care take proactive measures to ensure timely recovery and placement of felines with medical conditions or behavioral issues
* Ensure foster supply requests are fulfilled in a timely manner and that orders are placed within 24-48 hours
* Schedule and facilitate foster drop-offs and organize transportation for offsite placement, transfers and consults
* Collaborate with the Adoptions Team, RVTs and **[enter other relevant departments]** to select and transfer kittens and juvenile/adult cats from the shelter/rescue into off-site adoption spaces (e.g. pet supply stores) or into foster care
* Utilize innovative tools to contribute to foster recruitment, promote foster retention and streamline foster assignments
* Continuously seek out, learn and implement best practices in the field related to foster care, animal relocation and animal placement
* See that every foster is celebrated and that foster families are informed and engaged advocates for felines and the **[enter organization’s name]** mission

**Logistics and Administrative (30%)**

* Maintain and update daily a foster tracking database that captures with precise detail intake, outcome and medical data for each foster cat
* Request updated medical records from the shelter veterinary team and external veterinary partners as needed and ensure data is entered promptly and accurately into the foster tracking database
* Collaborate with the **[enter relevant department]** to identify opportunities for positive outcomes, seek ways to increase capacity and annual foster placements, while being mindful of annual goals, capacity for care and average length of stay (LOS)
* Monitor daily the feline populations in foster care, with attention to volume, capacity for care, length of stay (LOS) and animal flow out of foster care and into adoption placement
* Monitor expenses for supplies and medical invoices and seek cost-effective methods to provide supplies and medical care to foster cats
* Prepare and submit monthly expense reports

**Collaboration with External Partners (20%)**

* Cultivate positive and productive relationships with staff to promote positive feline outcomes, both through diversion and transfers
* Ensure a respectful and welcoming environment, practice open and respectful communication, provide constructive feedback
* Maintain positive and productive relationships with external veterinary partners that provide services to the foster population
* Nurture a culture of growth and learning and actively participate in meeting mutual goals to increase the live release rate of feline shelter populations

**Qualifications:**

* Demonstrates exceptional client services skills; solution-focused problem-solver
* Demonstrates exceptional skills in supporting programs
* Passion for volunteer management and engagement; proven history of building and maintaining positive and productive relationships with internal and external stakeholders
* Demonstrate ability to meet deadlines, juggle multiple and competing priorities, and maintain a positive, engaging atmosphere
* Ability to quickly, calmly, and efficiently adjust to changes in direction and re-prioritize work
* Demonstrates care and concern for the safety and well-being of self, animals and others, especially during stressful situations
* Experience with conflict resolution
* Excellent written and oral communication skills
* Excellent interpersonal skills; authentic team player
* Excellent time management skills with the ability to prioritize multiple projects and be responsive to requests
* Some animal handling skills preferred
* Occasional opportunities to work remotely

**Language:**

English (required)

Spanish (preferred)

**Education:**

* Undergraduate degree preferred or comparable work experience

**Work Experience:**

* 1-3 years in customer care preferred
* 1-3 years experience in volunteer management preferred
* 1-3 years in animal welfare field preferred

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