

Job Title	<i>Foster Program Manager</i>
Reports To	<i>Director of Operations</i>

Job Purpose

The purpose of our Foster Program Manager is to oversee all the functions of the foster program and promote HSHC's life saving mission. This position works in conjunction with other HSHC staff members to identify animals needing foster care and places these animals into appropriate foster homes. The Foster Program Manager will maintain a foster database and measure success of the program. This role serves as a liaison to the Director of Operations, foster families, and medical staff. The Foster Program Manager ensures immediate medical needs are addressed in a timely manner and communicating those concerns to the Director of Operations.

Duties & Responsibilities

The Foster Program Manager is responsible for managing all aspects of our Foster Program including, but not limited to:

Supervisory:

- Oversee daily function of foster coordinator to ensure day to day operations run smoothly.
- Train new and current staff on their daily job functions, animal handling, foster program support, as well as providing continual training opportunities to help staff advance and grow their skills.
- Participate in staff hiring, evaluations and disciplinary actions in cooperation with Senior Management.
- Complete monthly program reports to measure success and identify areas in need of improvement.
- Create and establish foster manuals for foster families.
- Create and maintain an orientation for new approved fosters
- Creating a recruitment program for to gain new foster homes
- Develop and coordinating Foster Retention.
- Manage inventory and ordering of all foster supplies.
- Ability to create and work within a budget.
- Create, edit and update foster program materials (policies and procedures, applications, agreements, handbooks, role descriptions, orientation, training, etc.)
- Responsible for opening and closing procedures as scheduled.

Outreach:

- Increase community engagement, presence, and partnerships with outside organizations to expand foster program and encourage community participation.
- Empower current foster volunteers to increase level of participation in foster program.
- Develop and help implement new programs that focus on HSHC's most at-risk populations.
- Create, plan and organize foster training program.
- Develop recognition programs/initiatives.
- Partner with marketing department to bring awareness and promote our foster program.

Program Management:

- Serving as the shelter's liaison to our foster parents, volunteers, and staff as the point of contact for general questions, concerns and escalations.
- Managing foster relationships and ensuring our all managers are engaged and aware of any concerns.
- Reviewing all foster applications weekly.
- Facilitating foster animals to come back to the shelter for medical treatment, vaccinations, exams, in partnership with the medical team.
- Schedule return of foster animals to the shelter for adoption.
- Working with our supervisors, leads, and behavior department to ensure animals that are in need of foster homes are placed appropriately and in a timely manner.
- Managing our Foster Database which includes processing applications, adding new fosters to the database, and escalating any foster applicant concerns to the Director of Operations as soon as possible.
- Generating foster related reports and managing Pet Point Database system for all foster animals and providing the Director of Operations with a monthly, quarterly, and annual foster report.
- Scheduling appointments in a timely manner with specialized veterinarian partners to ensure medical treatment is followed up on.
- Enter foster animal's medications, vet visits, and temperament concerns into the Pet Point system.
- Participate in euthanasia as needed.
- Add foster animals pictures, stories, and memos to animal's PetPoint Profile.

Qualifications, Applicants must:

- Embrace our no-kill philosophy
- Knowledge of basic animal handling including vaccinations, deworming, and weighing.
- Knowledgeable of feeding and care of neonate puppies and kittens.
- Be proficient in Microsoft Office (Excel, Word), Web-based database management (e.g., Pet Point and Foster Database). Experience using shelter related software like PetPoint is a plus.
- Be a self-starter with a lot of initiative and critical thinking skills
- Strong and effective written, verbal communication and organization skills.
- Strong customer service skills, adaptability, ability to multitask and work independently as needed
- Available on call 24/7 for emergency calls from foster parents as well as flexibility to work some nights, weekends, and holidays.
- Be comfortable with building reports to prove and sustain programs statistics

- Have reliable transportation
- Be able to excel in a high paced work environment where you are surrounded by the distractions of animal sounds, smells and their respective allergens
- College degree preferred but not required
- Be able to lift a minimum of 50lbs without health risk
- Potential exposure to zoonotic diseases
- Previous experience in the handling and care of animals in a shelter environment