

<b>Job Title</b>	<i>Foster Program Coordinator</i>
<b>Reports To</b>	<i>Foster Program Manager</i>

## Job Purpose

The Foster Coordinator assists with daily program activities, routine medical care of foster animals, and provides support for HSHC foster parents. They are responsible for assisting with the day-to-day care of foster animal follow-up and treatment scheduling. This role serves as a liaison to the Foster Manager, foster families, and medical department. The Foster Coordinator ensures HSHC foster animal's immediate medical needs are addressed in a timely manner and communicates those concerns to the Foster Program Manager. The foster coordinator will be responsible for administration of vaccination, emergency triage, and at times, assist with more complex medical exams.

## Duties & Responsibilities

**The Foster Program Coordinator is responsible for assisting all aspects of our Foster Program including, but not limited to:**

- Serve as the program liaison between foster parents, volunteers, and staff as the point of contact for general program questions and community engagement.
- Manage a high-volume of foster relationships and consistently engage the community in order to meet the needs of the organization, and population of animals we serve.
- Recruit new foster homes, placement opportunities, and screen all foster applications weekly.
- Abide by foster program protocols and standard operating procedures
- Assist program participant families by making placement recommendations that fit their specific home environment and match their abilities.
- Coordinate the placement/return of foster animals to the shelter for medical treatments, vaccinations/boosters, exams, adoption exposure, and stress-breaks.
- Work with operational managers to ensure animals in need of foster homes are placed appropriately and in a timely manner.
- Identify “lead fosters” to fulfill special foster job assignments.
- Assist in managing our Foster Database which includes processing applications, adding new fosters to the database, and escalating any foster applicant concerns to the Foster Manager or Director of Operations.
- Generate foster related reports and manage Pet Point Database system for all foster animals.
- Ensure all fosters are adequately trained to fulfill their assignments and are set-up for success to provide exceptional care for HSHC animals.
- Ensure all foster needs are met and managed in a professional and courteous manner.
- Provide humane and compassionate care for all animals and demonstrate concern for their welfare, advocacy, and overall happiness.
- Update animal's medications, vet visits, and behavior concerns into the PetPoint database.
- Assess and medically process all incoming neonates and arrange foster homes immediately.
- Perform medical exams and treatments based on HSHC medical protocols including but not

limited to administering subcutaneous injections, administering microchips, administering oral and ocular medications, drawing blood, and administering vaccinations.

- Be on-call on a rotational basis to assist with screening foster animal related emergencies, and coordinate after-hours care with medical department personnel.
- Must be comfortable in public speaking settings and can facilitate staff/community trainings or events.
- Must have a strong foundational knowledge of zoonotic and/or common animal diseases/illness.
- May assist with other/additional duties as assigned by the Foster Program Manager.

### **Qualifications, Applicants must:**

- Embrace our No-Kill, 'Whatever it Takes' Philosophy.
- 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 or Chameleon a plus.
- Be a self-starter with a lot of initiative, problem solving skills & the ability to work with minimal supervision.
- Be an excellent communicator—both written and verbal. Able to professionally engage with the public.
- Be a natural people-person & “cheerleader” who positively motivates others & has a knack for diplomacy.
- Available for emergency calls from foster parents as well as flexibility to work some nights, weekends, and holidays.
- Have reliable transportation
- Strong customer service skills, adaptability, ability to multitask and work independently as needed.
- 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
- Associate or bachelor's degree preferred but not required; experience in veterinary medicine/RVT highly desired.
- Be able to lift a minimum of 50 lbs. without health risk.
- Must have previous experience in the handling and care of animals in a shelter environment.
- Comfortable handling a variety of domestic animals of various medical and/or behavioral concerns.
- Strong organization and administrative skills.