

<b>Job Title</b>	<i>Foster Program Coordinator</i>
<b>Reports To</b>	<i>Senior Medical Manager</i>
<b>Starting Hourly Rate</b>	<i>\$16.00-\$17.00</i>

## Job Purpose

The purpose of our Foster Program Coordinator is to assist with the foster program and all animals that are in foster homes. This individual works in conjunction with the other Foster Program Coordinator and HSHC staff members to identify animals needing foster care and places these animals into appropriate homes. This individual is also responsible for assisting with the day-to-day care of foster animals. This role serves as a liaison to the Senior Medical Manager, foster families, and medical staff. The Foster Coordinators ensures immediate medical needs are addressed in a timely manner and communicating those concerns to the Senior Medical Manager. The foster coordinators will at times, assist veterinarians with exams.

## Duties & Responsibilities

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

- 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 all our managers are engaged and aware of any concerns.
- Recruiting new foster homes and reviewing all foster applications weekly.
- Establishing foster protocols, orientation schedule & assigning foster families with animals that fit their home environment.
- Facilitating foster animals to come back to the shelter for medical treatment, vaccinations, exams, in partnership with the medical team.
- 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.
- Developing and coordinating foster retention and recognition programs/initiatives.
- Identifying “lead fosters” to fulfill special foster job assignments.
- Managing our Foster Database which includes processing applications, adding new fosters to the database, and escalating any foster applicant concerns to the Senior Medical Manager and the Senior Operations Manager as soon as possible.
- Generating foster related reports and managing Pet Point Database system for all foster animals.
- Ensuring all fosters are trained to fulfill their assignments and are able to give the exceptional care needed for HSHC animals.

- Ensuring all foster needs are met, and managed, and concerns addressed immediately.
- Demonstrate affection for animals and concern for their welfare.
- Scheduling appointments in a timely manner with our 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.
- Perform additional duties as assigned

## Qualifications

Applicants Must:

### Philosophically

- Embrace and foster a positive, "whatever it takes" culture throughout the department.
- Embrace our no-kill philosophy and be driven by our life saving measures.

### Hard Skills

- 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!
- Have experience working in a shelter or rescue in a foster support role
- Have experience with neonatal kittens
- Have experience feeding special/medical diets, slow feeding, and bottle-feeding kittens and puppies.
- Experienced generating reports from a database and Excel
- Be a people-person with excellent communication skills who enjoys working with the public (our fosters and adopters) as well as developing those relationships
- Be a self-starter with a lot of initiative, problem solving skills & the ability to work with minimal supervision
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- Experience using shelter related software like Pet Point is required.
- Must have excellent communication (written and oral), interpersonal, time management, and conflict management skills.

### Soft Skills/Other

- Thrive in a fast-paced environment that requires a great deal of multi-tasking and managing multiple projects at once where you are surrounded by the distractions of animal sounds, smells, and their respective allergens
- Be flexible to work some nights and weekends while providing reliable transportation
- Be able to pivot and react quickly to the unplanned challenges that often occur in our world each day.
- Be able to lift a minimum of 25 lbs. without health risk.

## Benefits Package:

- Full-Time employees are eligible for benefits after 60 days of employment. HSHC offers several insurance options, including but not limited to medical (Anthem), dental, vision, Long/Short Term Disability, FSA/HSA, Identity Theft Protection, and Life Insurance.
- Generous vacation and paid time off accrued from day one.
- **Robust Pet Benefits Package for employee owned pets.** Includes annual vaccines, diagnostics, x-rays, preventatives, and prescription medications (requires a DVM script) at cost. Other select pet supplies like potty pads, carriers, food, bowls, bedding, etc. are available at no cost in the designated 'free' storage bins.
- Retirement plan option available.

***Qualified candidates should apply online OR email a resume and cover letter to [humanresources@hamiltonhumane.com](mailto:humanresources@hamiltonhumane.com).***

*Thank you for your interest in pursuing a career at the Humane Society for Hamilton County. HSHC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, ancestry, national origin, sex, sexual orientation, age, disability,*

*marital status, gender identity, domestic partner status, or any other status protected by federal, state, or local law. Applicants are not required to live in Hamilton County.*

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals.*