

<b>Job Title</b>	<i>Foster Program Manager</i>
<b>Reports To</b>	<i>TBA</i>
<b>Starting Salary Range</b>	<i>\$38,000 to \$42,000 (Contingent on Experience)—FULL TIME</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 has one direct report (our Foster Program Coordinator) and 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 our foster families, adopters, staff and volunteers regarding the needs of any animal in need of foster care for any reason. Our Foster Program Manager ensures immediate medical needs are addressed in a timely manner and are communicated to all necessary parties.

## 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 to gain new foster homes
- Develop and coordinate foster retention efforts.
- Manage inventory and ordering of all foster supplies.
- Create, edit and update foster program materials (policies and procedures, applications, agreements, handbooks, role descriptions, orientation, training, etc.)
- Responsible for daily 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 the 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 all managers are engaged and aware of any concerns.
- Reviewing all foster applications on a daily basis ensuring we are maximizing those opportunities—and placing animals with the right fosters based on their experience/living situation (kids, other pets, etc.)
- Facilitating foster animals to come back to the shelter for medical treatment, vaccinations, exams, and/or to complete their adoptions in partnership with the appropriate team members.
- 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 Senior Animal Wellness Manager as soon as possible.
- Generating foster related reports and managing PetPoint Database system for all foster animals and providing the Senior Animal Wellness Manager and President with monthly, quarterly, and annual foster reports as requested.
- 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 PetPoint system.
- Participate in euthanasia as needed.
- Add foster animals' pictures, stories, and memos to animal's PetPoint Profile.

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

- Embrace our truly no-kill philosophy
- Have experience working in a shelter or rescue in a foster program management or foster program support capacity
- Possess basic animal handling skills, of both dogs and cats, in-ideally-a shelter environment
- Have experience evaluating the overall health of an animal via a general wellness exam including, but not limited to, weighing animals, checking for hydration, giving vaccinations, deworming, drawing blood, and medicating animals as needed
- Have experience feeding special/medical diets, slow feeding, and bottle feeding kittens
- Have experience caring for neonatal kittens
- Either be euthanasia certified OR open to obtaining that certification funded by HSHC—and be able to euthanize an animal when necessary
- Be proficient in Microsoft Office (Excel, Word), Web-based database management (e.g., PetPoint and Foster Database). Experience using shelter related software like PetPoint is a major PLUS.
- Have experience generating reports from a database and Excel
- Be extremely organized and able to manage multiple priorities at a time
- Be a people-person with excellent communication skills who enjoys working with the public (our fosters and adopters) as well as developing those relationships
- Have initiative, problem solving skills and work well without constant supervision
- Have experience managing/supervising others
- Participate in the weekly rotation between our Operations Managers to carry the emergency phone for after hours emergencies.

- Be flexible to work on some weekends and holidays—and understand that any animals arriving in need of life saving care (e.g., kittens who must be bottle fed) may require you to stay later than your shift to ensure a solution is found.
- 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
- Have a high school degree, a college degree is preferred but not required
- Be able to lift a minimum of 50lbs without health risk
- Have reliable transportation
- Pass a drug test upon hire

### 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.
- Certifications/Professional Development Training provided/funded by HSHC based on role and relevance.
- Retirement plan option available.

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***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 with disabilities.*