



Position Description

POSITION: Volunteer & Foster Coordinator SP (Stratford Perth)

REPORTS TO: Volunteer Manager

SUPERVISES: Volunteers & Fosters

The Volunteer & Foster Coordinator will be responsible for the recruitment, screening, selection, training, motivation, and evaluation of volunteers and fosters. A key component of this position is the promotion of volunteer & foster opportunities to the public, and maintaining a positive image of the organization within the community. Other responsibilities will include the development and maintenance of policies and systems to ensure effective volunteer management, as well as the supervision of volunteers & fosters, ensuring that they have the resources needed to fulfill their duties; troubleshoot; adjust schedules in the event of no-shows, illness, etc.

PRINCIPLE ACCOUNTABILITIES:

The principal accountabilities of the Volunteer & Foster Coordinator are to oversee and manage all aspects of the Volunteer & Foster Care Program including but not limited to:

- Promote the center's Mission, Vision and Values.
- Recruit and train new volunteers and fosters.
- Maintain and update volunteer & foster database, and accessible foster family requirements and availability
- Match foster families with appropriate foster animals and coordinate pick up and returns of foster animals.
- Provide ongoing assistance, coaching and support to volunteers and fosters. Including regular check-ins with fosters to ascertain pet's health and behavior.
- Coordinate with foster families to have foster animals attend adoption events.
- Engage with foster families via social media to develop a community environment.
- Work closely and correspond regularly with both the Volunteer Manager and the Senior Manager, Animal Care or designate and fellow team members regarding foster needs, animal concerns, and provide relevant updates
- Coordinate vaccine and spay/neuter schedule with Clinic Coordinator, and report any medical concerns to the RVT on duty.
- Provide support to and work with the Foster Coordinator in Kitchener Waterloo to ensure consistency between the centers.

- Work with Social Media & Digital Marketing Coordinator and Volunteer Manager to promote pet adoptions for animals in foster care.
- Maintain and track supplies for Volunteers and Foster Programs.
- Compile statistics on the foster program for the Volunteer Manager.
- Support volunteer & foster appreciation activities and events.
- Attend HSKWSP events, as well as third party events, to promote Volunteer & Foster Care Program, including developing display materials, and set up and take down of displays.
- Perform other duties as required and/or assigned.

POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Foster Coordinator must have the following skills, among others:

- Experience managing or supervising volunteers/fosters.
- Post-Secondary education in Volunteer Management or related discipline.
- Experience in Animal Welfare or Shelter Environment preferred. Experience and knowledge in caring for a variety of animals is an asset.
- Ability to build and foster effective relationships with staff, volunteers, customers, partners, sponsors, community groups, etc.
- Strong communication, interpersonal and teamwork skills.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Ability to lift and carry up to 40lbs, and handle animals up to 80lbs.
- Strong organizational and multi-tasking skills to meet time demands of a high-paced environment.
- Ability to manage multiple and sometimes conflicting priorities and deliver timely results.
- Expected to work some weekdays, evenings, weekends and statutory holidays to meet centre requirements.
- Intermediate to advanced skills in Microsoft Windows, MS Office, Outlook, Teams, Volunteer Management System, and ability to learn new systems.
- Hold a valid Class G or higher Driver's license and have access to a reliable vehicle.

WORKING CONDITIONS

- An emotional and stressful environment due to the nature of our work with animals who come to the Centre in various conditions and the necessary humane practice of euthanasia.
- Areas with strong odors and high noise levels in regards to barking and other animal noises.
- Exposure to animal bites, scratches, infections and infectious diseases.

COMMITMENT:

- Able to attend to work-related matters that occur after regularly scheduled work hours
- Demonstrated regular and consistent attendance and punctuality
- Must be able to work with a variety of animals and with materials used in animal care.