



POSITION DESCRIPTION

POSITION TITLE: Foster Coordinator

REPORTS TO: Senior Manager, Animal Care or Designate

SUPERVISES: No direct reports

Reporting to the Senior Manager, Animal Care, the Foster Coordinator oversees the Foster Care Program, including identifying suitable animals and coordinating their placement with fosters. This role works closely with the Volunteer Manager to recruit, train and supervise foster volunteers, ensuring they have the resources needed to fulfill their duties.

Responsibilities also include best efforts to ensure the health, wellness and welfare of all animals within the Centre at all times, following cleaning protocols, assisting Animal Care and Medical teams, and delivering excellent customer service.

A general understanding of animal welfare and protection laws is essential.

PRINCIPLE ACCOUNTABILITIES:

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

- Maintain and update foster database, and accessible foster family requirements and availability, and maintain and track supplies for the Foster Program.
- Match foster families with appropriate foster animals and coordinate pick up and returns of foster animals.
- Provide ongoing assistance, coaching and support to fosters. Including regular check-ins to ascertain pet's health and behavior.
- Coordinate with foster families to have foster animals attend adoption events.
- Work closely and correspond regularly with both the Senior Manager, Animal Care, and the Volunteer Manager 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 the other center to ensure consistency between the centers.
- Work with Marketing to promote pet adoptions for animals in foster care.
- Compile statistics on the foster program for the Volunteer Manager.
- Support foster appreciation activities and events, Attend HSKWSP events, as well as third party events, to promote Foster Care Program, including developing display materials, and set up and take down of displays.

- Work closely with Animal Care team and assist with cleaning, feeding and caring for animals, and providing customer service.
- Keep accurate departmental records, maintaining their confidentiality, and assist with departmental paperwork as required.
- Perform other duties as required to improve the function of the Animal Care Department, and the Organization including assisting other departments.

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:

- Post-Secondary education in Animal Care or related discipline is preferred.
- Experience managing or supervising fosters/volunteers is preferred.
- 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, fosters, 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, multi-tasking and prioritizing skills.
- Intermediate to advanced computer skills including MS Office Suite, 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.
- Risk of injury from slippery floors, animal bites and scratches and working with toxic and corrosive cleaners.

COMMITMENT:

- Working a variety of shifts, including weekdays, evenings, weekends and statutory holidays to meet centre requirements.
- Able to attend to work-related matters that occur after regularly scheduled work hours.
- Working with a variety of animals and with materials used in animal care.
- Regular and consistent attendance and punctuality.