



Foster & Volunteer Coordinator Job Description

JOB TITLE: FOSTER & VOLUNTEER COORDINATOR
REPORTS TO: OPERATIONS MANAGER
HOURS: FULL-TIME
WAGE: \$15-17 PER HOUR

JOB SUMMARY

Works with the Operations Manager to develop and maintain robust foster and volunteer programs to assist in meeting diverse shelter, organizational, and foster needs.

ESSENTIAL JOB RESPONSIBILITIES

Foster Program

- Recruits, trains, and supports foster care providers for animals belonging to Roice-Hurst Humane Society.
- Coordinates timely and proactive movement of shelter animals into foster care, including actively recruiting appropriate fosters for specific shelter animals, incoming animals, and waitlisted animals.
- Ensures necessary supplies are provided to the foster care provider and documented, and that supplies are returned and checked back in at the end of the foster period.
- Maintains a foster manual and training materials and tools that are up-to-date with Roice-Hurst policies and best practice standards of care for animals.
- Stays up-to-date and knowledgeable about animal care, especially neonatal care, in order to properly train fosters and help them problem-solve.
- Performs (or oversees the performance of) and properly documents foster home checks per PACFA requirements.
- Informs foster care providers about pertinent medical and behavioral information concerning the animals they are caring for.
- Proactively schedules foster animals for vaccines and medical care with shelter staff and/or veterinary partners.
- Ensures the foster hotline cell phone is monitored at all times, including during non-business hours, and that calls and texts are returned within 30 minutes.
- Maintains a foster care supply inventory, submits foster supply use reports monthly to Bookkeeper, and reports supply needs to Shelter Supervisor.
- Serves as first point of contact for foster care providers and a liaison between foster care providers and staff and partner vets.
- Checks email daily and responds within 24 hours or passes along as necessary.
- Assists the public by answering questions and being knowledgeable about animal care, including neonatal kitten and puppy care, and RHHS policies and procedures.
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules.



- Performs other tasks as directed by the Operations Manager and/or Shelter Supervisor to ensure the successful operation of veterinary care at the shelter.

Volunteer Program

- Recruits, trains, organizes, motivates, recognizes, and manages shelter, off-site, and foster volunteers.
- Maintains an up-to-date volunteer manual and ensures volunteers are aware of and compliant with RHHS mission, goals, policies, procedures, code of conduct, and standards of practice.
- Prepares and distributes a calendar or list of volunteer job assignments based on regular shelter needs.
- Identifies priority volunteer positions and finds volunteers who can fulfill those needs.
- Maintains volunteer/foster database and records, including individual volunteer files, noting special skills and interests.
- Maintains a record of volunteer hours donated and any other pertinent volunteer/foster data and enters data in to Metrics Spreadsheet as required.
- Provides feedback to volunteers, including corrective and disciplinary actions when RHHS policies, procedures, code of conduct, or standards of practice are violated.
- Conducts regular volunteer orientations, with frequency to be determined by the CEO and/or Operations Manager and ensures all shelter and event volunteers have received appropriate training for their volunteer level(s).
- Plans training opportunities for volunteers on a variety of topics, as determined by shelter needs and the CEO.
- Regularly communicates by phone, in person, and via email, (using Gmail, Mailchimp, NeonCRM, and/or other email platforms) with volunteers.
- Develops and implements a volunteer recognition program to honor volunteers.
- Prepares a monthly report on volunteer activities for the CEO.

REQUIRED SKILLS AND TRAITS

- Models and embodies the RHHS mission, vision, values, policies, and goals in actions and words.
- Must competently use Microsoft Office, including Microsoft Word and Excel; NeonCRM; Quickbooks; the Google Suite; Shelterluv shelter software; ClinicHQ; web browsers; and other technology as necessary.
- Must demonstrate leadership and be enthusiastic, self-motivated, team-oriented, and quality-improvement minded.
- Must be professional, flexible, and able to handle difficult and sensitive situations with diplomacy and discretion.
- Must understand and respect confidentiality, think strategically, prioritize, focus, and be customer oriented.
- Must operate RHHS telephone system, computers, and copiers.
- Minimum education level: High School Degree or equivalent. Bachelor's degree is preferred.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS

- Must have strong written and spoken English skills



- Conversational Spanish speaking ability preferred
- Responds to Daily Reminder email updates daily with pertinent notes from the shift worked.
- Must perform a variety of light tasks, such as sitting and standing, lifting up to 35 pounds occasionally, typing, writing, answering phones, and filing.
- Must work when and where needed by the organization. Must work irregular hours, weekends, holidays, and overtime when necessary.
- Must work alone or with minimal supervision. Must be self-motivated.
- Must work under pressure with public audience and have patience and tact when working with difficult, emotional, or angry people.
- Must work safely around unruly, vicious, sick, injured, or dangerous animals.
- Must work in an environment with elevated noise levels.
- Must not have an allergic condition that prevents the employee from performing any essential function of the position, with or without reasonable accommodation.
- Must handle animals as necessary.

I have read my job description and understand it in its entirety. I agree to perform the listed duties and responsibilities to the best of my ability.

Signed: _____ Date: _____