



## 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: \_\_\_\_\_