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POSITION DESCRIPTION FOSTER COORDINATOR

JOB SUMMARY

The Foster Coordinator is responsible for developing the program and coordinating the full range of duties related to running a foster program. This position works closely with our Animal Care team, Medical Team, and Community Outreach as well as our Volunteer Team as we work to improve and expand our Foster outreach and opportunities.

ESSENTIAL RESPONSIBILITIES

- Develop and implement foster care program work plans, goals, and objectives
- Grow the foster program including recruiting new foster families and working with other departments to expand the impact of the foster program
- Recruits, on-boards, and trains foster parents and case managers
- Manage foster applications and maintain foster groups in our database
- Works from the “Length of Stay” (LOS) list to seek foster placement for pets who have been in shelter the longest
- Identifies dogs with shelter-based behavioral decline or behavior challenges and places them in foster homes
- Conducts foster appointments, including pickups, vaccinations, supply pickups, etc.
- Provides post-placement support via telephone, social media, and e-mail
- Schedules fosters to attend adoption events at offsite locations and at the shelter
- Tracks all data related to the foster program, including, average percentage of animals in foster care, number of animals sent to foster care weekly, behavior and medical concerns in foster, etc.
- Collaborates with the behavior coordinator regarding behavior cases as needed
- Work directly with shelter staff, medical team, and behavior coordinator to determine appropriate rehabilitation or maintenance for foster animals.
- Keep inventory of foster care supplies and report shortages to Operations Manager
- Maintain thorough knowledge of behavior observation protocol
- Coordinate with our medical team to schedule fosters for any surgeries or vaccines needed
- Maintain records of animals in foster care and/or coordinate timely follow through with placement of animals including special events and/or as space is available with shelter
- Complete other duties as assigned

REQUIREMENTS

- Work experience conducive to supporting the responsibilities of this position
- Self-starter, initiating activities within the framework developed with minimal supervision

- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission
- Knowledge in animal health, behavior, and well-being including nutrition needs, resources for information, and knowledge of common animal diseases
- Ability to identify animal species, age, and sexes, signs of animal illnesses and injuries
- Ability to:
 - Lift and/or move up to 50 pounds unassisted
 - Frequently bend, squat, reach, and grip
 - Work around pet dander, dust, and other allergens without issue
 - Actively maneuver inside and outside of the shelter
 - Work around children and with the public
- Strong data entry skills and the ability to maintain accurate records
- Patience and tact when working with difficult, emotional, or angry people
- Treating people and animals in a pleasant, courteous and professional manner
- Adherence to the SPCA's policies and philosophies

WORKING CONDITIONS

- Indoors in a high-noise, climate-controlled facility, outdoors at shelter, or on location in the community
- Use of laser printer, copy machine, fax machine, telephone, power washer, industrial laundry machine, dryer, and cleaning supplies
- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches

DRESS CODE

Business Casual or Scrubs

COMPENSATION & BENEFITS

- This is a full-time, non-exempt position in which the employee will be scheduled 40 hours per week
- After a 60-day probationary period, the employee will become eligible for health insurance, paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits will be detailed at the time of hire.

TERMS OF EMPLOYMENT

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis, and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative have entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.

I have read and understood the duties and expectations as described in this position description.

PRINTED NAME

SIGNATURE

DATE