



Job Title: Foster Care Manager
Department: Foster
Reports To: Assistant Director
FLSA Status: Exempt

SUMMARY

The Foster Care Manager oversees all functions of the Foster Program. Responsible for recruiting foster volunteers and providing ongoing support, coordinating transfer of animals, supervising Foster Care Support Coordinator, and managing Foster Program data. Ensures goals and financial responsibilities of Foster Program are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Coordinate volunteer foster program, including recruitment, training, placement, and documentation.
- Ensures proper procedures are in place for animal handling, disease control and patient care in coordination with the Director of Medical Services.
- Develop and maintain advanced/specialized foster parent training programs to ensure continual growth of the foster programs.
- Work with the Director of Medical Services, Receiving Manager, Behavior Manager, and Foster Veterinary Technicians to ensure coordination of care for animals awaiting foster care and those out in foster care. Attends mandatory rounds or assigns a designee.
- Maintains Foster Program manual and Standard Operating Procedures.
- Prepares purchase orders for Foster Program in accordance with Finance policies.
- Maintains inventory system for foster program equipment and supplies.
- Maintains Foster Program materials, including printed materials, foster resource page of the website, Helping Homes Facebook page, banners, etc.
- Review the Foster Status report daily to ensure timely movement of animals into foster, and timely completion of required medical treatment and behavior modification plans.
- Ensure foster parents prepare web memos and submit photographs prior to the animal returning to the adoption program.
- Communicate with and interview potential Fospice parents and Adoption Ambassadors, and coordinate animal meets, when needed.
- Finalize adoption of foster animals, when needed.
- Maintain an organized list of foster family requirements and availability.
- Provide ongoing assistance, coaching, and moral support to current foster families; surveys foster parents periodically to evaluate customer service.
- Oversee the input and maintenance of foster data in appropriate databases.
- Responsible for foster appreciation efforts.
- Assist with special projects, as needed.

- Reports issues needing immediate attention to the Assistant Director.
- Provide support and information to other departments, as needed.
- Handles animals and provides animal care, as needed.
- Supervises Foster Care Support Coordinator, including probationary review, ongoing communications, coaching, mentoring, disciplinary action, performance reviews, etc.
- May be required to work, nights, weekends and holidays.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must support the Animal Rescue League's mission, policies, and practices
- Ability to work courteously and cooperatively with volunteers, staff, and the public
- Work as a team player, supporting the overall goals of the organization
- Strong interpersonal skills – outgoing, patient, professional, and able to get along well with variety of people
- Ability to handle multiple tasks and work in a fast-paced environment under sometimes tight deadlines.
- Maturity, good judgment and a professional personal appearance
- Ability to show compassion and empathize with the foster families
- Strong written and oral communication skills
- Ability to read, write and understand English
- Ability and initiative, working with minimal supervision and direction
- Well organized
- Respect for people and animals
- Understanding of the care of neonatal animals and other special needs
- Familiarity with animals, knowledge of animal behavior, and experience working with animal welfare fostering programs is preferred
- Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies
- Proficiency in Microsoft Windows and Office, especially Word, Excel, and Outlook; comfortable learning and using online information systems
- Must adhere to the company's dress code and have the ability to deal tactfully and effectively with the public
- Ability to maintain personal boundaries in the face of highly emotional situations.
- Possession of a valid Florida driver's license.

PREFERRED QUALIFICATIONS

- Working knowledge of Chameleon shelter database
- Certification from courses associated with animal sheltering and behavior
- Bilingual
- Bachelor's degree or three years related experience managing employees; or equivalent combination of education and experience.

EDUCATION and/or EXPERIENCE

- High School Diploma or GED

COMPUTER SKILLS

- Working knowledge of Microsoft Office
- Basic computer skills including, but not limited to, ability to access databases, check company e-mail, etc.

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Fax machine
- Computer
- Copier

PHYSICAL DEMANDS

The physical demands described here are representative of those that must met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit.
- In addition the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks.
- The employee is required to stand and stand or move frequently.
- The employee will also be required to bend neck and twist body.
- The employee will be required to consistently lift an object an animal of up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date: _____

Employee Signature _____