



Job Title: Foster Care Support Coordinator
Department: Foster
Reports To: Foster Care Manager
FLSA Status: Non-Exempt, hourly

SUMMARY

The Foster Care Support Coordinator is responsible for performing support functions for all aspects of the Foster Program, and works closely with the Foster Care Manager to support Foster Program volunteers. Performs clerical and administrative tasks, and other related duties, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

- Answers phones and emails in the foster support center in a timely manner.
- Assists with maintaining inventory of all supplies for Foster Program, distributes supplies to foster parents, and communicates supply order needs to Foster Care Manager.
- Coordinates Foster Support Volunteers in foster support area, including scheduling, training, guidance and ongoing support.
- Facilitate movement of shelter animals into foster care and return from foster care as needed.
- Ensure all animals have clear, appropriate photos before surgical appointments.
- Conduct foster training and orientations, as needed.
- Assists in monitoring the Helping Homes Facebook page.
- Monitor reports under the guidance of the Foster Care Manager.
- Assist in maintaining an organized list of foster family requirements and availability.
- Provide ongoing assistance, coaching, and moral support to current foster families.
- Responsible for accurate data entry related to the foster program: entering new foster parents in the volunteer profile window, updating the profile regarding availability of foster parents, updating the preferred contact method field, casing animals out of the shelter to foster and from foster to the shelter as needed, entering notes, trainings, etc.
- Responsible for foster appreciation efforts.
- Assist with special projects, as needed.
- Reports issues needing immediate attention to the Foster Care Manager.
- Provide support and information to other departments, as needed.
- Handles animals and provides animal care, as needed.
- Attend and/or assist the Foster Care Manager in organizing special events pertinent to the Foster Program.
- May be required to work nights, weekends and holidays.
- Perform other duties as assigned.

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.
- 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 and driving record acceptable to insurance carrier.

PREFERRED QUALIFICATIONS

- Working knowledge of Chameleon shelter database
- Certification from courses associated with animal sheltering and behavior
- Bilingual
- Customer service experience/training

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 and 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 be 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 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 _____