



JOB TITLE: Foster Coordinator

DEPARTMENT: Foster/ Operations

ACCOUNTABILITY: Feline Manager

The Foster Coordinator plays an essential role within the Animal Refuge League of Greater Portland, as volunteers and foster families represent the backbone of the organization. This position is responsible for recruiting, coordinating, training, and retaining the foster family core and collaborating with colleagues to ensure each foster family experience within ARLGP is rewarding and that they have the information and tools they need to perform the foster caregiver job. Under the general supervision of the **Feline Manager**, the Foster Coordinator will support, coordinate, and manage the needs of animals and volunteer caregivers within the ARLGP foster care system. This includes facilitating placement of animals in appropriate foster homes, aiding foster caregivers in foster animal adoption placement, and helping expand the organization's foster base for program growth. Additionally, the Foster Coordinator works with departments across the organization to communicate and coordinate medical, behavioral and adoption needs. The Foster Coordinator will help ensure that foster families, foster animals, and the foster program are thriving.

Duties and responsibilities of position:

Foster Family Recruitment and Training

- Recruit, train, supervise, and motivate foster families to expand the Foster Program.
- Develop, update, enhance and edit foster care training and program materials as needed.
- Schedule and host regular foster volunteer training sessions and accommodate special individual training as needed.
- Communicate with foster caregivers in a timely, efficient, and thorough manner.

Foster communication and retention

- Represent ARLGP to foster families, ensuring they are appreciated on a regular basis, provided friendly and respectful guidance, feedback, and opportunities to contribute, and interact with them regularly.
- Promote a strong commitment to teamwork, customer service, consistent standards, and continuing development with the Foster Program.
- Keep foster families updated on program enhancements, challenges, policies, and protocols.

Program Administration

- Collaborate with Canine, Feline, Clinic, **Transport** and Behavior Teams to plan, develop, implement, and oversee all activities related to the foster care program.

- Manage and maintain foster family contact information, training records, schedules, and participation.
- Produce timely foster program reports and data.
- Administer vaccines and other preventatives/medication to foster animals, **start treatment protocols, schedule booster appointments, read fecal tests, intake exams**
- Assure that animals in foster placement receive the proper veterinary care needed.
- Maintain inventory of foster supplies and materials.
- Escalate urgent foster needs to a department Manager or Director of Operations (and Clinic team, if needed) to determine best course of action.

General

- Ability to read, understand, edit, and create SOP's related to the Foster Program.
- Be conversant in shelter policies pertaining to adoptions, surrenders, behavior evaluations, treatment policies, animal care and euthanasia.
- Perform other related duties and assignments as required and determined by management based on the needs of the organization.

Education, prior work experience, and specialized skills and knowledge:

- College degree or qualifying work experience, preferred.
- General knowledge and understanding of sheltering and humane / safe animal handling practices, prior shelter or veterinary experience.
- Program development experience preferred.
- Ability and skill to successfully work with various types of animals in a safe, responsible manner.
- Ability to set priorities, develop routines and manage large workloads, multiple duties and tasks.
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals.
- Strong communications skills and an ability to communicate in a polite and professional manner in stressful, emotional situations.
- Excellent customer service, listening, and decision-making skills.
- Ability to learn to use and enter information into the shelter computer database demonstrated ability in oral communication skills; ability to type and work without error in a database.
- Demonstrated ability for challenging, physically and emotionally demanding work in a stressful environment; ability to lift 50 pounds.
- Fear Free Shelter Certification.
- Must be able to access non-handicapped areas of the facility and climb stairs several times per day; lift, bend, twist, scoop, kneel, and groom.
- Possess a clean driving record and a valid State of Maine driver's license.

Work Environment: Most work is performed in normal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals.

Physical Activities: Potential for sitting for several hours at a time; climb stairs unassisted, potential for standing on feet and/or walking for 8 hours a day; driving a car; kneeling; walking dogs on a leash.

Schedule: Weekend and evening availability required, based on organization's needs. The foster team rotates coverage of an emergency cell phone for after hour emergencies. When assigned to the emergency phone, the ability to be on call is required.