

The Humane Society for Tacoma & Pierce County
JOB DESCRIPTION

JOB TITLE: Foster Care Lead
DEPARTMENT / CLASSIFICATION: Foster Department
REPORTS TO: Vet Department Manager / COO
SUPERVISES/OVERSEES: Foster Assistants

JOB SUMMARY: This position will provide general oversight of the Humane Society for Tacoma and Pierce County's Foster Care Program that cares for over 1,000 animals annually. The post holder supports the shelter professionally and consistently and has responsibility for recruiting, training, maintaining and managing an extensive base of volunteer foster families who can provide temporary housing for foster animals. The post has responsibility for maintaining accurate records; program reporting; program budget and resource management.

We offer Health Benefits, PTO & Vacation, Paid Holidays, and Retirement! We also offer internal growth opportunities and competitive pay! Come join our team and make a difference!

ESSENTIAL DUTIES & FUNCTIONS :

- Further develop and implement foster care program work plans, goals, and objectives.
- Work directly with shelter leads and veterinary staff to determine appropriate rehabilitation or maintenance for foster animals.
- Develop, coordinate, schedule and lead foster care on-boarding; update training manuals and related training materials.
- Recruit, interview and screen fosters and match applicants with program needs. Supervise volunteers, assign, train and evaluate work of volunteers.
- Evaluates foster programs and conducts needs assessment. Compiles data, prepare a report on the Foster Care Program and recommends changes to improve the program.
- Coordinate foster animal's ongoing care and disposition with foster care providers.
- Reports to Vet Services Manager regularly to measure, analyze, and implement strategies to meet current and future needs for our foster care program
- Deals with emails, phone calls and visitors professionally and promptly
- Safely and humanely handle and/or restrain animals, including those of unknown health and temperament.
- Work with the Marketing and Development Team and Customer Service to promote the shelter and facilitate adoptions.
- Manage on-call foster care during scheduled hours.

- Maintain equipment in working condition, report equipment or supply needs to the Vet Services Manager
- Maintain work and general areas in an organized manner
- Represent HSTPC well by providing excellent customer service
- Acknowledges, understands, and follows procedures and policies of the HSTPC
- Attend and participate in departmental and shelter meetings
- Work with all team members efficiently and respectfully to ensure a cooperative team environment across all departments
- EBI Certification may be recommended
- Report any safety hazards or unsafe use of the HSTPC equipment to a safety committee and the supervisor immediately
- Obtain general knowledge of essential shelter operations in all departments
- Performs other duties as assigned/required

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty well. 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.

- Available to work weekends, holiday shifts and overtime as needed
- Friendly, polite and professional manner
- Ability to multitask and work in a fast-paced, unpredictable environment.
- The ability to deal with a diverse public on the telephone and in-person is required
- Ability to build alliances with community organizations and agencies as needed.
- Ability to establish and maintain effective working relationships with volunteers, rescues, staff and any organizational stakeholders.
- Excellent oral and written communication skills.
- Excellent organizational skills
- Must possess a valid and unrestricted Washington state driver's license with a clean DMV record for the past three (3) years
- Needs a high degree of accuracy and attention to detail. Must be dependable, have proven ability to meet deadlines and follow detailed instructions without need of constant support.

Education/Certification:

- High school diploma or equivalent. Prefer the completion of a two or four-year accredited college or university with computer training or experience
- Proven computer skills including Word, Excel, PowerPoint, and ideally Chameleon

Experience:

- Experience is an animal shelter and working within an animal Foster program will be given preference.
- Preference will be given to persons with knowledge in animal health, behavior and well-being to include nutrition needs, resources for information, knowledge of common animal diseases. Ability to identify animal species, breeds, age, and sexes. Ability to identify signs of animal illnesses and injuries.
- Broader experience in animal welfare and/or customer service helpful

Knowledge, Skills, and Abilities

Knowledge of (B/basic; J/journey; E/expert):

- Math skills (E)
- Speak, read, and write in the English language (E)

Skill and ability to:

	Never	Seldom 1%-10%	Occasional 11%-33%	Frequent 34%-66%	Constant 67%-100%
Stand					X
Walk					X
Lift <10 lbs					X
Lift 10-25 lbs					X
Lift 26-50 lbs				X	
Lift 51-75 lbs			X		
Lift 76-100 lbs			X		
Twist				X	
Reach				X	
Push and Pull				X	
Climb			X		
Sit				X	
Vision					X
Hearing					X