



# pasadena humane society & spca

## **Alternative Placement Coordinator-Foster** **Classification** **Full Time, Non-Exempt, Tier 4**

**REPORTS TO:** Director of Placement & Customer Service

**DIVISION:** Operations

**DEPARTMENT:** Placement and Customer Service

**PROGRAM:** Foster

### **JOB DESCRIPTION**

#### **Summary/Objective**

The Alternative Placement Coordinator-Foster was established for the purpose developing and coordinating programs to assist animals in need of extra, temporary support, out of the shelter, in an effort to ultimately place them for adoption or to provide permanent transfer of animals out of PHS care.

**Supervisory Responsibilities:** None

#### **Job Duties and Responsibilities:**

- Develop and coordinate PHS foster program including development of policies and procedure, written documents, training, identifying animals in need, coordinate available homes and day-to-day communication with volunteers.
- Maintain accurate and accessible records of all animals in the program.
- Answer questions and provide educational information using great customer service techniques to assist customers.
- Work with volunteer coordinator to recruit and train foster families. Manage foster volunteer pool assigned to foster care.
- Match animals that need fostering with volunteers who are available. Provide fosters with initial supplies (food, litter, medication, toys, etc.) needed for the proper care while in the foster home.
- Coordinate with Adoption Coordinator and/or Alternative Placement Coordinator, transfer, in regards to placement of animals prior to entering or returning from foster care. Assist with the adoptions and transfer program as needed.
- Coordinate with mobile program staff to ensure foster animals are ready and available for offsite events.
- Monitor shelter population and capacity to ensure space for foster animals becoming available for adoption.
- Coordinate with medical team to ensure the continued health of animals in foster care.
- Ensure consistency of daily care protocols and adherence to shelter policies by all foster families.
- Make sure foster families follow established guidelines while caring for animals such as feeding, special medical needs, and behavioral/socialization. Educate and empower foster families on adoption procedures and protocols.

Job description prepared: April 5, 2017



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- Respond promptly to calls from foster parents regarding issues with foster animals and refer to appropriate department for animal care.
- Promote a positive relationship with the general public, volunteers, and fellow staff while promoting all of the society's programs, policies, and philosophies. Proactively address customer needs and ensure a high quality of customer care is given.
- Assist with caring for animals in nursery as needed and assigned.
- Identify animal care, behavior and health needs, document and report to the appropriate department. Work with care department to ensure the highest standards of day-to-day care.
- Assure a safe working environment and actively participate in PHS safety programs.
- Participate departmental special events and projects as needed and assigned.
- Represent PHS at outside meetings, liaison with other organizations and contractors/partners as needed. Make presentations and speak publically on PHS.
- Perform other duties as assigned.

## **Requirements and Qualifications**

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time. Must follow directions, take criticism, get along with coworkers and supervisors; treat coworkers, supervisory staff, members and guests with respect courtesy and refrain from abusive, insubordinate and/or violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month.

## **Skills and Qualifications**

- Must be compassionate and have the ability to work well with animals and people.
- Must have a positive attitude when problems arise is essential.
- Must have basic knowledge of animal health and behavior.
- Must have good verbal and written communication skills.
- Ability to listen and take direction. Ideal candidate will have familiarity with the workings of an open door animal shelter.
- Experience in handling animals, specifically newborn and young dogs and cats.
- Minimum of 1 year shelter experience.
- Minimum education of high school graduate (or GED/proficiency certificate).
- Must be at least 18 years of age at the time of appointment.

## **Work Schedule**

Must be available to work day or evening shifts any day of the week and respond to work in the event of an emergency or natural disaster. Must have the ability to stay standing or active during entire shift.

## **Working Conditions**

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Fast-paced environment. Exposure to numerous animals including those with uncertain dispositions

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.