



Position: Foster Care Coordinator

Reports to: Community Engagement Manager

Status: Non-exempt, part-time

Summary

In coordination with the Community Engagement Manager, the Foster Care Coordinator assists foster families and Humane Ambassadors with animals in their care for adoption. The incumbent manages the volunteer schedule for animal care at off-site locations such as Petco and Pet Supplies Plus. Additionally, this position includes animal care attendant duties to provide compassionate, high-quality care for companion animals in the custody of the Chesapeake Humane Society (CHS) in accordance with organizational standards and state code.

Duties and Responsibilities

Foster Care Coordination (working with foster families)

- Ensure accurate record keeping regarding fostered pets and program statistics
- Participate in the recruitment, training, and onboarding of new foster caregivers
- Coordinate and facilitate medical care for foster pets to include routine wellness visits, surgical appointments, illness visits, or emergency care
- Schedule the movement of animals through the shelter program, including intake, receipt by the foster caregiver, and return to the shelter or off-site centers for adoption
- Liaison between the clinic staff and foster caregiver
- Provide necessary support of foster caregivers as needed, including during evening and weekend hours
- Ensure foster supplies are stocked
- Facilitate meet and greets and adoptions between fostered pets and approved adopters
- Provide ongoing assistance, coaching, and moral support to foster caregivers

Humane Ambassador Programs (working with companies and community partners)

- Work in coordination with the Community Engagement Manager and the Development Manager to provide support to Humane Ambassadors with a goal of strengthening our relationship with our community partners
- Assist with the recruitment, onboarding, training, and scheduling of off-site adoption center volunteers
- Identify and prepare adoptable pets for Humane Ambassadors, including off-site adoption centers
- Assist with administrative, animal care, and supply collection and distribution duties
- Coordinate medical care for off-site and Humane Ambassador pets
- Facilitate meet and greets and adoptions for Humane Ambassador pets, including pets in our off-site adoption centers

Animal Care

- Intake animals as outlined in CHS's Intake Policy
- Feed, water, and medicate animals as appropriate for their individual needs
- Monitor animals for signs of illness and report to management
- Execute and document progress in behavior modification, medical, and daily care plans

- Clean and sanitize enclosures, shared spaces, dishes, and bedding as indicated in SOPs
- Ensure all supply areas are stocked and report deficiencies to management
- Supervise, train, and support Animal Care Volunteers

Administrative

- Answer phone, e-mail, and in-person inquiries regarding shelter services offered by CHS, forwarding to management or veterinary staff as appropriate
- Clean and sanitize workspace, lobby, and break room as assigned
- Sort and properly store donated items
- Ensure all supply areas are stocked and report deficiencies to management
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc
- Counsel adopters, process adoption applications, and complete adoptions

Other Duties

- Provide input on the annual budget
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Participate in team meetings as needed
- Provide information for monthly board reports as needed
- Perform other duties as necessary

Skills and Educational Requirements

- A high school diploma
- Confidence using computer systems and learning new software
- The ability to distinguish which client inquiries are appropriate for his/her knowledge base
- The ability to provide quality customer service in a high-volume, stressful environment
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Strong familiarity with animal care and animal handling or the ability to learn these skills
- The ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- The ability to express organizational standpoints when serving as a CHS representative
- The ability to handle confidential or sensitive information with discretion

Physical and Time Demands

- Flexible working hours including evenings, weekends, and holidays
- Ability and willingness to be on-call for foster inquiries and emergencies
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 40 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS adoption van (Dodge Sprinter)

Interested parties should submit a resume, cover letter, and references to hire@chesapeakehumane.org. Please include "Foster Care Coordinator" in the subject of the email.