



Position: Foster and Transfer Coordinator

Reports to: Assistant Shelter Manager

Status: Full-time, hourly, non-exempt

Location: Primary: 1149 New Mill Drive, Chesapeake, VA 23322

Secondary: 312 Battlefield Blvd N., Chesapeake, VA 23320

Summary

CHS Coordinators 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. The incumbent will participate and facilitate intake, daily care, medical needs, and adoption for pets in CHS's care. The incumbent will serve as the primary coordinator for selecting, evaluating, and facilitating transfers with shelter partners and as the primary point of contact for maintaining CHS's foster program. The Foster and Transfer Coordinator works in tandem with the Shelter Manager, Assistant Shelter Manager, and fellow Coordinators to provide comprehensive animal care and shelter operations.

This position requires work on-site at the New Mill Drive location, with some work on an as-needed basis to support families in the foster program.

Duties and Responsibilities

Animal Care

- Feed, water, and medicate animals as appropriate for their individual needs and adhere to CHS's cleaning and disinfecting protocols
- Monitor animals for signs of illness/injury and start medications according to CHS's SOPs, and/or coordinate medical care with a veterinarian
- Perform behavior assessments as needed and place adoption restrictions if appropriate
- Execute and document progress in behavior modification, medical, and daily care plans
- Make recommendations to the asilomar committee regarding humane euthanasia based on behavior findings and mental health of pets
- Ensure all supply areas are stocked and report deficiencies
- Assist with counseling applicants for the Crisis Boarding Program, perform assessments of the pets, and provide recommendations for candidacy and realistic length of stay to Shelter Manager when appropriate
- Counsel adopters, process adoption applications, and complete adoptions
- Respond to adopter concerns, forwarding to Shelter Manager as appropriate
- Assist Shelter Manager with compiling data, reports, and creating new SOPs as needed
- Participate in yearly reviews of SOPs under the direction of Shelter Manager and Medical Director

Foster Care Program

- Ensure accurate record keeping regarding fostered pets and program statistics
- Calculate dosages and prescribe medication for contagious diseases in accordance with CHS's SOPs and Virginia state law. Maintain accurate drug logs and medical notes
- Execute and ensure routine animal vaccinations and preventative care are completed
- Complete walk-throughs with the Medical Director in the absence of the Medical Coordinator,

- Assistant Shelter Manager, and Shelter Manager
- Complete animal intake and foster exams to include canines, felines, rabbits, birds, and other exotic animals
- Assist with coordinating and completing meet and greets and dog introductions, if appropriate, for available dogs in foster care
- 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
- Act as a liaison between the clinic staff and foster caregivers
- Provide necessary support of foster caregivers as needed during working hours, act as an after-hours emergency point of contact for foster caregivers
- Ensure foster supplies are stocked and available. Communicate with Shelter Manager to order additional supplies as needed
- Facilitate meet and greets and adoptions between fostered pets and approved adopters and/or crisis boarding clients
- Provide ongoing assistance, coaching, and moral support to foster caregivers

Transfer Responsibilities

- Select and evaluate animals and facilitate transfers with approved shelter partners and intake animals according to CHS's intake policy, as needed
- Select, facilitate, and monitor animals and populations at adoption partner locations (includes, but not limited to Pet Supplies Plus and Humane Ambassador Partners)
- Oversee adherence of the SOP: Van Transport Protocol to ensure safe transportation of animals and proper sanitizing procedures
- Assist the Shelter Manager with annual and regular vehicle inspections and maintenance

Supervisory Responsibilities

- Supervise, train, and support Animal Care Volunteers and Foster Volunteers
- Train and support Animal Care Attendants. Provide regular performance feedback to the Shelter Manager

Other Duties

- Perform and assist with humane euthanasia as needed
- Clean and sanitize workspace, lobby, and break room as assigned
- Sort and properly store donated items
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc
- Work cooperatively with all staff to promote the CHS mission
- Participate in team meetings
- Foster an environment that professionally engages colleagues and upholds CHS's Workplace Culture Agreement
- Follow all organizational protocols and SOPs
- Perform other duties as assigned

Skills and Educational Requirements

- A high school diploma, associates degree preferred, and 3 years experience working in an animal shelter, veterinary clinic, or closely related field. Management experience preferred.
- Proficient in basic mathematical calculations and professional oral and written communication.

- 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, including the ability to educate clients effectively in English
- Strong familiarity with animal care, handling, and behavior
- 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
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- VDACS euthanasia certified (or obtain within first 6 months of employment)

Physical and Time Demands

- Flexible working hours including evenings, weekends, and holidays
- Ability to work in a fast-paced setting with distractions
- 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 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS animal transport van (Dodge Sprinter)

Salary and Benefits

- \$17.00 - \$19.00/hr, commensurate with experience
- Medical, Dental, and Vision Insurance (full-time)
- Company Paid Life Insurance Policy (full-time)
- Simple IRA Plan with organization match
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays (full-time)
- Personal Time-off (full-time)
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

To apply, submit cover letter, resume, and professional references to Shelter@chesapeakehumane.org