



Foster and Volunteer Coordinator

JOB SUMMARY:

The Foster and Volunteer Coordinator is responsible for the administration, training and onboarding of foster and animal care volunteers at the Oakville & Milton Humane Society. They also play a key role in foster placement, volunteer communication, scheduling, performance evaluation and appreciation. This role will require both excellent customer service and communication skills to interact with volunteers, as well as comfort interacting with and preparing/receiving animals for foster. The Foster and Volunteer Coordinator plays an important role of maintaining a positive image of the organization as it relates to volunteer relationship management.

REPORTS TO: Manager of Animal Care

WORKS CLOSELY WITH: Volunteer and Thrift Store Manager

RESPONSIBILITIES:

- Assist in the organization, development and execution of foster and volunteer programs, while working closely with the Volunteer and Thrift Store Manager
- Deliver appropriate orientation and training to new volunteers
- Help to identify areas where foster and volunteer support is needed
- Oversee foster and animal care volunteers, as well as animal care co-ops, and scheduling
- Responsible for volunteer recognition in conjunction with other department recognition initiatives
- Assist in the promotion of foster and animal care volunteers where needed
- Attend appropriate recruiting events
- Maintains foster and animal care related communications with volunteers, and ensures volunteer records are kept up to date and foster pets are tracked
- Matches foster families with appropriate foster animals and coordinate the pick up and returns of pets
- Provide ongoing assistance, coaching and support to volunteers and fosters, including regular check-ins with fosters to ascertain pet's health and behaviour
- Coordinate with foster families to have foster animals attend any adoption events or activities, or return pets to the centre for adoption appointments
- Work closely with the Manager of Animal Care and the Canine Behaviour and Enrichment Specialist regarding foster needs, animal concerns and provide relevant updates
- Coordinate medical check-ups/appointments between the Manager of Medical Services and/or RVT's and foster parents, and report any medical concerns to the medical team
- Prepares metrics/tracking and reports on the successes/challenges of the program



- Work with the Marketing and Communications team to promote adoptions for animals in foster care, and help to obtain photo and video updates as needed
- Maintain and track supplies for animal care and foster programs
- Other duties as requested and/or assigned

QUALIFICATIONS AND SKILLS:

- Experience managing or supervising volunteers/fosters
- Post-secondary education in volunteer management or equivalent combination of education and experience
- Experience in animal welfare or an animal focused industry setting an asset
- Knowledge of domestic animal behaviour and body language an asset
- Understanding of care and husbandry for cats, dogs and small animals, and comfortable handling animals to help prepare for foster pick-up
- Advanced knowledge of Microsoft Office suite
- Intermediate knowledge of volunteer database systems (knowledge and experience with Better Impact an asset)
- Experience working within a fast-paced environment, with tight deadlines
- Excellent customer service skills and a love for working with people AND pets
- Excellent organizational and time management skills
- Strong written and oral communication/interpersonal skills
- Demonstrated to ability to work both independently and within a team environment
- Flexible and adaptable approach to changing situations
- High stress tolerance and ability to navigate difficult situations/conversations
- Valid G license with a clear Drivers Abstract and access to a reliable vehicle
- Clear criminal background check and vulnerable sector screening
- Able to work daytime, evening and weekend shifts to support needs of the shelter and attend any appropriate events

Note: This job description is intended to outline the general nature and level of work performed by individuals assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required. Management reserves the right to amend and change responsibilities to meet organizational needs as necessary.

WORKING CONDITIONS:

- An emotional and stressful environment due to the nature of our work with animals who come to the centre in various conditions and the necessary humane practice of humane euthanasia
- Areas with strong odors and high noise levels in regards to barking and other animal noises
- Close work with animals of all types including cats, dogs, small animals, birds and reptiles
- Exposure to animal bites, scratches, infections and infectious/zoonotic diseases



PHYSICAL ACTIVITY:

During an 8-hour workday, team members may engage in the following physical activities:

- Standing/Walking: Hours at one time: 2-3 hours, Total hours/day: 4-6 hours
- Sitting: Hours at one time: 2-3 hours, Total hours per day: 4-7 hours
- Driving: As required
- Lifting/Carrying: Minimum weight: 15 lbs
- Maximum weight: 50 lbs; with support, up to 50 lbs
- Lifting/Carrying: Frequently: Up to 15 lbs Occasionally: Up to 30 lbs
- Height to lift: 2-4 feet
- Distance to carry: Up to 50 yards

Hand Use for Repetitive Tasks:

- Simple typing, grasping, pushing, pulling, fine manipulation

Additionally, team members should be capable of:

- Frequently: Bend, Squat, Kneel, Climb, Reach up to 3 feet.