



Pet Network Humane Society Position Description

Position Title: Volunteer & Foster Coordinator

Status: Nonexempt

Date: May 2022

Primary Purpose: Oversee day to day operations of the Pet Network Humane Society (PNHS) volunteer and foster programs including the recruitment, training, assignment, and management of volunteers and fosters to enhance PNHS operations, programs, and events. Develop, promote, and oversee a foster program to maximize lives saved.

Reports to: Director of Operations (DO)

Essential Duties/Responsibilities:

1. Working with the DO, create, maintain, and update volunteer and foster manual, training materials, volunteer and foster applications, scheduling and policies and procedures as needed.
2. Screen volunteer applicants, provide orientations, training and assignments in a timely manner. Also, develop a "volunteer mentorship" program to further enhance training of new volunteers by more seasoned volunteers. Coordinate training with appropriate directors/managers as needed.
3. With input from relevant directors, create and maintain volunteer job descriptions across the shelter.
4. Monitor volunteer satisfaction and performance through regular communications. Conduct regular evaluations of volunteer program with staff and volunteers.
5. Maintain volunteer and foster databases and ensure that active volunteers have signed liability releases and emergency contact forms on file. Maintain accurate foster records in the Shelterluv database.
6. Create and implement Volunteer Recognition Program including annual "Volunteer Appreciation" event.
7. Assist with volunteer engagement through social media, events, and volunteer spotlights for e-newsletter.
8. Work with the marketing team to recruit new volunteers, engage corporate volunteer groups, interns, students, and our retired community.
9. Develop a Pet Network foster program using industry best practices and protocols employed by other foster programs across the country.
10. Recruit, screen, and train potential foster parents and families. Also, provide ongoing training for fosters regarding shelter programs and procedures that impact the foster program.
11. Coordinate initial stages of foster program, identifying and prioritizing animals in need of foster care and matching foster candidates with available families. Work with the appropriate PNHS staff to authorize decisions regarding foster animal care, placement, and disposition.
12. Collaborate with foster families to maximize adoptability and promote adoptions from foster home.
13. Develop and maintain standardized foster care materials and procedures including the smooth transition of foster animals to and from the shelter.
14. Proper documentation of foster experience in Shelterluv.
15. Ensure that foster animals receive all the necessary medical treatments by coordinating vet appointments as needed. Continue to monitor health and behavior of animals in foster care and provide appropriate intervention when needed.
16. Communicate with volunteers, fosters, PNHS staff, and management regarding any questions, problems, needs or issues that arise. Work with relevant directors and managers to resolve any violations or concerns.
17. May be called upon to assist with community outreach events specific to volunteers.
18. Provide monthly reports to DO as well as specialized reports as needed using PNHS's volunteer software.
19. Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
20. Help promote fundraising activities and solicit support of agency overall.
21. Maintain and promote a positive public image standard relevant to PNHS.
22. Participate in disaster preparedness and response activities for the shelter and community as it pertains to pet animal-related needs.
23. Attend and participate in departmental and shelter meetings. Attend educational training as recommended/approved.
24. Maintain confidentiality regarding sensitive matters related to PNHS.

25. Know and enforce safety protocol and accident response procedure. Report or correct any safety hazards or unsafe use of PNHS equipment.
26. Responsible for keeping relevant work areas clean and organized.
27. This position will require being trained for assisting with shelter duties including Animal Care and Medical.
28. Other duties as assigned by DO and Executive Director.

Working Conditions:

The Volunteer & Foster Coordinator has an open floorplan office space that may be shared with others. Although most work takes place primarily indoors, there will be some work outdoors with animals including some volunteer training. Work may also be conducted at alternative venues and/or in the community as assigned by the DO. Vehicle(s) for this job include personal vehicle or use of shelter vehicle, as needed.

Equipment Use: Use of basic office equipment, training equipment will include common items used for animal care such as harnesses, collars, etc. There may be other equipment used for events such as tents, audio equipment, hand carts, etc. This position will be assigned a company cell phone to be used during work hours for foster communication.

Work Hours: This is a full time position requiring 40 hours per week and the schedule is Tuesday-Saturday from 8-5pm. Flexibility is required as the schedule is subject to change to provide coverage at events and other venues and/or to allow supervision of volunteers when necessary and when approved by the DO. May also flex for emergencies or other PNHS activities.

Mental Demands:

Must have the ability to multitask, meet deadlines and handle stress. Exemplary communication and people skills are a must. This position requires the ability to work independently while functioning in a team environment. Position requires excellent organizational skills, a high level of accuracy and attention to detail. Able to use sound judgment when dealing with confidential information. Able to multitask and prioritize job duties in a busy and constantly changing work environment. Comfort level with ambiguity and working with the public; answering questions, responding to inquiries, recruitment, tabling events, and networking are a must.

Physical Demands:

Must be able to work indoors/outdoors and be on your feet for extended periods of time. Position requires both desk & computer work. Animal handling required; must be able to safely handle and control domesticated animals (dogs and cats). Some lifting may be required; generally, should be able to lift and carry up to 50 lbs.

Minimum Requirements:

- Minimum high school graduate or equivalent.
- Should possess excellent interpersonal and communication skills. Able to read, write and speak clearly in English so that written and verbal instructions can be followed.
- Confident computer skills and experience with MS Office, Excel, and Google Office, databases and social media.
- Strong attention to detail with high degree of accuracy and organization.
- Goal oriented self-starter. Must be willing to work both independently and as a team.
- Must be able to meet deadlines.
- Professional demeanor both in appearance and in conduct must be able to show discretion when working with confidential material.
- Valid driver's license with a clean driving record or access to reliable transportation.

General Qualifications:

- Must have a passion for animals and support the mission of the Pet Network Humane Society.
- Must treat animals humanely, with love and concern both on and off the job and transmit these values to others. Must adhere to all local laws regarding personally owned animals.
- General knowledge of pet behavior and care. Ability to work with animals in a safe and responsible manner.
- Positive attitude is a must!

Additional Qualifications that would benefit this position:

- Previous experience in volunteer management, community outreach and/or education.
- Previous experience in non-profit work and/or animal welfare or related field.

Employee Printed Name: _____

Employee Signature _____

Date: _____