**Foster-centric Organization:**

**Foster Coordinator Job Description**

**Core Functions of this Position**

* Collaborate with marketing staff to design a plan for year-round recruitment and implement it to recruit foster volunteers from the general public
* Meet with marketing staff regularly to fine-tune external messaging on fostering and foster recruitment
* Create pleas for foster caregivers for specific pets and contact foster base to ask for their help regularly
* Onboard/train foster volunteers
* Participate in rounds to keep on site teams informed regarding status of animals in foster and to facilitate movement/placement of animals
* Match fosters with animals
* Prepare supplies for foster pickups
* Manage scheduling of pickup/drop-offs/medical appointments
* Manage appointments, setting appropriate expectations for fosters and ensuring they have the information and tools they need to care for a particular animal
* Support fosters with questions/challenges once animal is in the home (including medical/behavior)
* Resolve complaints/concerns from fosters
* Partner with placement team to facilitate adoption of animals in foster
* Maintain status of animals in foster in shelter database
* Create positions for, train and oversee volunteers who assist with the management of the foster program
* Creating and implementing a system for marketing pets from foster homes, ensure that foster caregivers have the information they need to do this and that pets in foster homes are being adequately marketed
* Manage multiple types of foster care programs, such as field trips, overnights, fospice, etc.

**Possible impact to overall staffing**

Running a robust foster program benefits the staff as well as the animals. Foster volunteers that take these animals into their homes act as an expansion of the shelter’s workforce. This can enable the shelter to take in more animals and/or to reduce their onsite direct care staff. Foster Coordinators can also answer questions from foster homes about medical and behavior concerns, relieving some of the demand on the shelter’s expert teams. Foster Coordinators can be a strong support to the adoptions process, facilitating remote adoptions from fosters’ homes.

**Key Performance Indicators for this role**

Some measures of success in this role may be:

* Number of animals placed in foster homes, broken down by type
* Pets placed in foster homes as a percentage of intake
* Time in foster as a percentage of total time in care
* Length of stay in shelter prior to foster placement
* Length of stay in foster placement
* Number of new foster homes recruited
* Foster retention rate
* Feedback from foster caregivers’ yearly survey

**Skills/Aptitudes**

* Strong customer service skills
* Excellent oral and written communication skills
* Comfortable with shifting priorities based on foster and animal needs
* Knowledge of basic animal care and low-stress handling
* Able to understand and communicate using appropriate veterinary medical terminology
* Experience with, or ability to learn, a variety of computer programs

**What might the volunteer version of this role look like**

Many of the functions of this position could be performed by a volunteer, rather than a staff member. Preparing animals to go home with a foster, offering support and advice to fosters that have animals in their home, training foster volunteers who are new to the program and even management of the foster program are all functions that could be ably supported by volunteers.