



Foster Program Coordinator

Volunteers and foster families represent the backbone of the organization and as such the Foster Program Coordinator plays an essential role within the organization. This position is responsible for fostering policies and procedures, recruitment, coordination, training, retention and expansion of the foster family core. This position collaborates with colleagues to ensure each foster family experience within AWLA is rewarding and that they have the information and tools they need to perform the job they have volunteered for. This position is responsible for all AWLA foster animals except for animals in the AWLA Kitten Academy.

Reporting Relationships

This position reports to the Director of Operations and works closely with the Shelter Operations staff. The Foster Program Coordinator will also work closely with all AWLA staff members, volunteers and the general public on a regular basis.

RESPONSIBILITIES

FOSTER FAMILY RECRUITMENT & TRAINING for all dogs, adult cats, and small companion animals:

- Recruit, train, supervise, and motivate foster caregivers
- Develop, update, enhance and edit foster care training and program materials as needed
- Schedule and host regular foster volunteer training sessions and accommodate special individual trainings as needed

COMMUNICATION & FOSTER FAMILY RETENTION for all dogs, adult cats, and small companion animals:

- Represent AWLA to foster families, ensuring they are appreciated on a regular basis, provided friendly and respectful guidance, feedback, and opportunities to contribute, and interact with them regularly
- Promote a strong commitment to teamwork, customer service, consistent standards, and continuing development with Foster Program
- Ensure foster families receive the timely support, information, and tools they need to succeed
- Provide support to foster families when difficult situations arise
- Keep foster families updated on program enhancements, challenges, policies, and protocols
- Monitor the physical and behavioral health of animals in foster care, reporting findings to appropriate staff

PROGRAM ADMINISTRATION of all dogs, adult cats, and small companion animals:

- Collaborate with the Director of Operations to plan, develop and implement activities related to the foster care program.
- Manage or maintain foster family contact information, training records, schedules, and participation.
- Produce timely foster program reports and data
- Assure that animals in foster placement receive the proper veterinary care needed
- Maintain inventory of foster supplies and materials
- Carry AWLA issued phone and respond "on call" after hours to emergency calls a minimum of 5 days a week
- Other duties as assigned



ADDITIONAL RESPONSIBILITIES

- Demonstrate knowledge of and adherence to AWLA policies and procedures
- Ensure a safe work environment, follow safety guidelines, and model safe work practices
- Take immediate action to address any safety concerns that could put a staff member, volunteer, customer, shelter animal or the organization at risk
- Practice and encourage the humane treatment of animals
- Follow direction of managers, directors and CEO
- Perform other duties as assigned

Required Qualifications

- General knowledge of animal behavior and care
- College degree, qualifying work experience may be considered as an alternative
- Minimum one year supervisory or program development experience
- Ability and skill to successfully work with various types of animals in a safe, responsible manner
- Commitment to Fear Free Shelter philosophy
- Ability to set priorities, develop routines and manage large workloads
- Readiness to assume multiple duties and tasks
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals
- Ability to maintain calm and composed in stressful, sensitive or emergency situations
- Excellent customer service, listening, and decision-making skills
- Strong communications skills and an ability to communicate in a polite and professional manner
- Availability to work weekends, evenings, holidays and overtime if needed
- Availability to work "on-call" (after hour) shifts a minimum of 5 nights per week (typically M-F)
- Ability to learn to use and enter information into the shelter computer database

Desired Qualifications (helpful but not required)

- Experience in the fields of animal care or animal welfare
- Experience with "hands on" nonprofits
- Experience working with PetPoint

Personal Characteristics

- Commitment to the mission and vision of the Animal Welfare League of Arlington
- Energetic, hard-working, and a team player
- Ability to work in a fast paced, ever evolving atmosphere
- Discretion with confidential and sensitive information

Travel and Work Requirements

This position may require travel to attend conferences and events or to obtain additional training

Typical Physical & Mental Demands

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other



equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals.

Must be comfortable around dogs, cats, small companion animals, reptiles, amphibians and wildlife.

Will be required to receive rabies prophylaxis and tetanus vaccinations.

Compensation

This is a nonexempt full-time position. Salary range is between \$40,000 - \$46,000 per annum DOE.

Full time employees enjoy generous benefits such as: medical, dental, and vision coverage, 12 annual paid holidays, 3 additional floating holidays, 7% employer retirement contribution after 2 years of employment, occasional bonus and much more. This position qualifies for the Public Service Loan Forgiveness Program.

The League pays an additional **salary bonus** for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.