



Job Title: Foster Assistant

Reports To: Shelter Veterinary Services Manager, day-to-day reporting to Foster Coordinator

Schedule: Varies (includes weekends)

FLSA Status: Non-exempt

Type: Full-Time

The Foster Assistant is responsible for maintaining the health and well-being of HSC's foster animals as well as recruitment, screening, ongoing training of and record maintenance of HSC fosters. This role supports the foster program in streamlining the admission of cats and dogs. Further, the Foster Assistant is responsible for continually developing and expanding our foster program to better serve our area.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone calls and assist with monthly statistics
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational
- Demonstrate proficiency in use of Microsoft Office applications by maintaining spreadsheets, word documents, and communication through email
- Maintain and report foster data spreadsheets
- Work with Philanthropy Manager to facilitate grant funding to assist foster program

Foster Duties

- Perform initial intake exams of foster age animals as well as scheduling and facilitating foster appointments to medically evaluate and treat animals in accordance with shelter SOPs and protocols. This includes performing physical exams, vaccinating, performing diagnostic tests, and medicating animals while under the supervision of the Shelter Veterinarian
- Prepare paperwork and medications on shelter animals needing treatment
- Placement of animals into HSC foster homes, where they will provide housing and care
- Expand existing foster program to include additional fosters and develop and maintain support structure for fosters
- Responsible for all scheduling for incoming and outgoing fosters
- Actively recruit new fosters
- Work closely with the Shelter Operations team to seek fosters for animals in need
- Conduct foster orientations and screen suitable fosters for HSC
- Provide ongoing training, feedback and support to all fosters
- Participate in community events to share information on the foster program at HSC

- Ensure the foster program is meeting HSC objectives and goals
- Communicate with all departments to ensure programming literature is current and accessible
- Manage Foster Group Facebook page to recruit and engage volunteers
- Maintain schedules and assist in the intake/transport of animals when needed
- Maintain incoming and current foster behavioral and medical histories in shelter software to provide context for adoption counseling as well as other marketing purposes.

Volunteers

- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; train volunteers to assist department.

Adoption Ambassador Placement

- Assist Adoptions team with placement of animals into HSC foster homes, where they will provide housing, care and they will facilitate the adoptions from their own home/business.
- Performs special assignments and other duties as assigned when necessary

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- **Required:** Six months of shelter or veterinary experience and/or training
- **Preferred:** Minimum of one year of animal sheltering experience, knowledge and practical veterinary medical experience including administration of vaccinations, blood draws, and disease recognition
- Excellent communication skills, including the ability to effectively handle and diffuse high-stress and emotionally charged situations
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up
- Computer literate in a Windows environment; proficient in Microsoft Office applications
- General knowledge of domestic dogs and cats
- Ability to be objective, diplomatic and informative
- Exhibit flexibility and professionalism
- Basic math abilities; able to present numerical data effectively.
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed

- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 50 lbs.
- The employee should have no known allergies to animals that would prevent them from performing the duties as required

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature:

Printed Name:

Date:
