



**Job Description: Programs Manager**

Compensation: Paid, Starting Rate: \$33,000/yr

Time Commitment: Full Time

Benefits: Accruable PTO, Eligible for Health Insurance after 30 days

Location: Onsite, SFC HQ in Spotsylvania VA

Reports to: Executive Director

The SFC Programs Manager is an integral part of daily operations for the organization and is responsible for overseeing the foster program, volunteer program, and participation in operational duties at SFC Virginia, a foster-based animal rescue in Spotsylvania, VA.

This role is responsible for the implementation and development of the Foster and Volunteer Programs' standard operating procedures, foster/volunteer recruitment and retention initiatives, foster/volunteer matching and placement protocols, medical and behavioral support processes for pets in foster care, and foster/volunteer database maintenance and data reporting. This position works closely with other members of the operations and leadership teams to identify animals prioritized for foster placement, collect, record, distribute animal behavior information from foster parents, and facilitate adoptions directly from foster homes. They will also oversee a team of volunteer case managers to help support the foster program.

**Responsibilities:**

- 1) Develop and implement standard operating procedures for the Foster and Volunteer Programs.
- 2) Collect, respond to, and prioritize incoming foster caregiver applications and maintain an on-call list of available foster homes.
- 3) Develop and distribute foster training materials – manuals, videos, etc. – to empower foster caregivers to provide proper animal care.
- 4) Manage the foster appointment calendar and coordinate with the Executive Director and event teams to ensure animals are ready for placement.
- 5) Implement foster support communication pathways to ensure prompt response to medical and/or behavior questions from foster caregivers.
- 6) Maintain inventory of foster supplies to ensure foster caregivers have everything they need to provide necessary care of animals.
- 7) Coordinate with the case managers to ensure foster caregivers are appropriately marketing animals and responding to adoption inquiries.
- 8) Analyze foster program data to ensure appropriate length of stay of animals in foster care.
- 9) Collaborate with each department to develop and implement new processes within the Foster Program to meet lifesaving needs and increase effectiveness and efficiency.



- 10) Ensure that all animal and foster data is entered into the shelter database in an accurate, objective, and clear manner.
- 11) General volunteer management and oversight.
- 12) Take proactive steps to ensure optimum coverage of volunteers for the organization's needs.
- 13) Identify and schedule volunteers to fulfill SFC's weekly program needs, special projects, and adoption events. Match volunteers with opportunities that suit their skills and interests and serve the organization.
- 14) Interview, assess, and assign new volunteers.
- 15) Manage volunteer training, including orientation. Ensure that volunteers are given appropriate training to be successful in their positions. Orient volunteers to increase their understanding of SFC, its clients, its services, and the roles and responsibilities of volunteers.
- 16) Serve as the primary contact for existing and potential volunteers.
- 17) Motivate, evaluate, and recognize volunteers; foster positive experiences for them to maximize volunteer retention. Organize formal and informal volunteer appreciation efforts (awards, celebrations, etc.).
- 18) Provide prompt, exceptional customer service delivery and clear communication via all platforms – in person, email, and phone.
- 19) Foster a team environment by working cooperatively with all departments, staff and volunteers, and providing excellent customer service both internally and externally.
- 20) Assists with all intake processes including giving vaccinations and treatments as necessary.
- 21) Participates in the promotion of animals in foster care and generating donations through collaboration with the social media team and event team.
- 22) Assists with basic upkeep and organization including cleaning, sanitation and laundry including managing volunteer teams in charge of helping with these tasks.
- 23) Participates in the organization of public adoption events throughout the year, including PetValu/Petco/Petsmart events and major annual events such as the Fredericksburg Pet Expo and the Chantilly Pet Expo.
- 24) Remain positive and mission-focused while under stress.
- 25) Be attentive to others' needs and willingly assist as required.
- 26) Other tasks and duties as assigned.

#### Qualifications and Skills:

- 1) Comfortable navigating web-based technology and database applications including Shelterluv, Google Drive, Email, Google Suite, Microsoft Word and Excel, etc.
- 2) Animal welfare experience or prior work with a nonprofit organization preferred.



- 3) Strong customer service skills
- 4) Comfortable working with cats and dogs of all breeds, sizes and temperaments in a shelter environment.
- 5) Comfortable working with and engaging with the public and volunteers, including creating an efficient and pleasant working environment during functions.
- 6) Clean driving record, willingness to drive long distances on occasion, and ability to drive a large transport vehicle (no special license required)
- 7) Strong organizational skills and independent, proactive thinking and attitude. Possesses a positive attitude and the ability to remain calm under pressure.
- 8) Scheduling flexibility to include some weekend, evening and early morning hours as needed.
- 9) Ability to work compassionately with clients in various emotional states.
- 10) Personal qualities of integrity, credibility, and a commitment to SFC's mission.

This is an onsite position with potential for occasional remote work. Flexibility in scheduling is necessary given the nature of the role; however, the general schedule will be Tuesday-Saturday, 10-6pm at the SFC HQ located in Spotsylvania. We are a young organization with high potential for growth and advancement for the successful candidate.

Please submit a resume and a description of your interest in the role to [ryan@sfcva.org](mailto:ryan@sfcva.org). This position will be open for applications until the right candidate is found.