



Job Description: Foster Manager

Compensation: Paid, Starting Rate: 36k/yr

Time Commitment: Full Time

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

Location: Combination Onsite, SFC HQ in Spotsylvania VA / Remote/Flex

Reports to: Executive Director

The SFC Foster Manager is an integral part of daily operations for the organization and is responsible for the foster program and related administrative duties. This is a relationship-building, people-focused role that requires solid communication, delegation and organizational skills. The Foster Manager is responsible for the implementation of the Foster Program's standard operating procedures, foster recruitment and retention initiatives, foster matching and placement protocols, medical and behavioral support processes, and foster 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 from foster homes. They will also cultivate and oversee a team of volunteer case managers to help support the program.

Responsibilities:

- 1) Develop and implement standard operating procedures for the Foster Program.
- 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) Ensure that all animal and foster data is entered into the shelter database in an accurate, objective, and clear manner.

- 10) Provide prompt, exceptional customer service delivery and clear communication via all platforms – in person, email, and phone. Foster a team environment by working cooperatively with all departments, staff and volunteers, and providing excellent customer service both internally and externally.
- 11) Assists with intake processes including giving vaccinations and treatments as necessary/when applicable.
- 12) Participates in the promotion of animals in foster care and generating donations through collaboration with the social media team and event team.
- 13) While on site at SFC HQ, may provide assistance with basic upkeep and organization including animal care, cleaning, sanitation and laundry, managing volunteer teams in charge of helping with these tasks, etc. when the need arises.
- 14) Participates as needed/relevant to the foster program in the organization of public adoption events throughout the year, including Petco/Petsmart events and major annual events such as the Fredericksburg Pet Expo and the Chantilly Pet Expo. Occasional attendance as necessary for outreach or recruitment related to the foster program.
- 15) Remain positive and mission-focused while under stress.
- 16) Be attentive to others' needs and willingly assist as required.
- 17) 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, social media and Facebook Messenger, etc.
- 2) Strong customer service, communication, and relationship-building skills.
- 3) Comfortable working with and engaging with the public and volunteers, including creating an efficient and pleasant working environment during functions and at HQ.
- 4) Strong organizational skills and independent, proactive thinking and attitude. Possesses a positive attitude and the ability to remain calm under pressure.
- 5) Scheduling flexibility to include some weekend, evening and early morning hours as needed.
- 6) Ability to work compassionately with clients in various emotional states.
- 7) Personal qualities of integrity, credibility, and a commitment to SFC's mission.
- 8) Comfort with handling dogs and cats of all sizes, breeds, and temperaments.

This is a mixed remote/on site position. Flexibility in scheduling is necessary given the nature of the role; however, the role will start with 4 days on site including 3 weekdays and one weekend day, and 8 hours remote/flex. 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. This position will be open for applications until the right candidate is found.