**Nashville Humane Association  
Job Description**

Job Title: Foster Coordinator

Reports to: Operations Manager

Hours: Full Time, some weekends as needed

Rate of Pay: $45,000-$55,000

Qualification:

* bachelor's degree or educational equivalent.
* 2+ years of professional experience working with working with public, developing and maintaining excellent relationships to support goals/mission and/or animal welfare/management and care.
* A qualified candidate will be both a “people” person and a “pet” person, with keys on organization and attention to detail. Additional professional experience may be considered as a replacement for a degree.
* Should possess strong collaboration, organization, oral & written communication, time management, customer service, and project management skills.
* Basic computer experience including MS Office suite.
* Able to work flexible hours including some nights, weekends, holidays.

POSITION SUMMARY:

The Foster Coordinator at Nashville Humane is a combination of people and pet person, because that’s what they do. They work to make perfect temporary matches for NHA’s amazing foster families and our little furry friends who may need a temporary place to stay outside the shelter. Our ideal special someone is organized, likes to solve problems (because a new challenge is always around the corner), appreciates and knows how to deliver top-notch customer service, has a great attitude, and wants to help us end animal homelessness one snuggly shelter pet at-a-time! Do you like checklists? Spreadsheets? Organizing things, lists, and people, while also getting to be a front-facing representative of an amazing charitable organization? That’s this job. And as an added perk, you get to help make a little positive change in this crazy world… all while holding a few snuggly puppies and kittens along the way.

JOB TASKS:

FOSTER CARE MANAGEMENT – (90% job tasks/time)

* Work with OM, Executive Director (ED) and other appropriate staff, to develop, implement and execute the strategic NHA Foster Program outreach and execution plan, including annual, monthly and weekly objectives. Regular status reports. Formulate and recommend strategies to expand and improve operations.
* Responsible for the recruitment, training and management of fosters to assist in the efficient running of NHA Foster Program, as well as to provide off-site assistance as necessary.
* Manage all foster program and operational communications including but not exclusive to social media, private Facebook group, Trello, email, foster phone, etc.
* Responsible for all foster outreach communications. Communications include but are not exclusive to informational emails regarding shelter needs and events or efforts being made, a quarterly newsletter, urgent/priority communications, foster appreciation.
* Select shelter animals for NHA Foster Program and coordinate their transfer, transport, on-going care and disposition. This includes effectively communicating the specific details (especially medical information) of each foster pet to their foster family, and relaying any pertinent information given about the animal from the foster family to the appropriate NHA teams.
* Perform and manage the physical distribution and transfer in/out of foster pets to and from the shelter during whatever times best serve the foster program and shelter’s goals and objectives.
* Maintains foster records and coordinates programs schedules, liaises with community to attract outreach potential and serves as liaison for community partners and the public at special events (as they pertain to NHA Foster Program). This position will also prepare, participate and host events for animal welfare in the community and build partnerships on a local, state, and national level.
* Organizes and conducts the orientation and training of fosters, making sure all aspects of the training are in accordance with NHA’s mission and philosophy.
* Create and maintain foster handbook with processes and procedures. Updates training materials and programs as needed and alerts fosters to relevant education opportunities.
* Develops and implements strategies to recruit, orient, and monitor fosters, resource and rescue agencies. Responds to inquiries regarding programming within the organization. Interviews and screens potential fosters and participants.
* Maintains records noting special skills and interests of individuals or agencies. Records foster duties and hours donated and notes incidents and injuries. Prepares operational reports on program activities. Prepares budget reports as directed by supervisors.
* Contribute to the programs and services that support the shelter's live outcome goals.
* Manages fosters in performance of duties, providing them continuous feedback, coaching and special guidance when requested or required. Conducts recognition programs to honor volunteers and fosters. Assists in resolving disputes and severs the relationship with fosters, volunteers and rescue agencies.
* Develop and maintain NHA Foster database which will track foster efforts, time, foster contact information, and engagement. Prepare a monthly activity report to be shared with OM, ED and shelter leadership.
* Collaborate with Media/Communication Team to ensure that Comm. Team members are able to identify relevant content surrounding foster activities, and Comm. Team members are able to gather content for promotion and recap of foster activities.
* Communicating to fosters and collecting content necessary for the promotion of foster pets, the foster program, and general Nashville Humane promotional needs.
* Supports additional shelter events, tasks and functions at the direction of the DO and ED.

SHELTER SUPPORT – (10% job tasks/time)

* Work with OM to support general shelter operations tasks as necessary. These tasks include, but are not exclusive to supporting Pet Services team activities as needed, support shelter operations, support event operations, represent Nashville Humane and/or NHA’s Foster Program at public events, etc.
* Dedicated to upholding NHA’s mission and goals for the humane treatment of animals including animal care, management and training.

Responsible for operating within departmental budget. Responsible for supporting shelter staff, when necessary, in the direction of the Director of Operations and Executive Director. Additionally, this position may be responsible for other duties as assigned though not specifically numerated above and for all duties specifically delegated by the Director of Operations and Executive Director. Possess a high degree of discretion, integrity, professionalism and accountability, consistent, punctual and regular attendance, professional image and demeanor both in person and online. Able to work flexible hours including evenings, weekends, holidays and overtime as needed; able to travel as needed. Minimum physical requirements: Able to successfully travel and maneuver within the day-to-day workspace, Able to lift and transport up to 25 pounds, Valid Driver’s License. All positions require working with, and in direct contact with, shelter animals and various other wildlife.

FOR JOB POSTING PURPOSES ONLY

SYNOPSIS

Qualified and Interested candidates should submit a cover letter and resume via email to [sherrie@nashvillehumane.org](mailto:sherrie@nashvillehumane.org) with the SUBJ: Foster Coordinator. Please no calls or DMs.