



*Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.*

**Position Title:** Foster Program Manager

**Department:** Adoption Center

**Position Status:** Full-Time, Exempt

**Reports to:** Adoption Center Director

### **POSITION SUMMARY**

The primary responsibility of the Foster Care Manager is for the oversight and management of the foster program and supervision and training of foster volunteers. The Foster Care Manager will ensure the foster care providers have the support, tools, and information they need in order to make each animal successful in their foster home.

### **DUTIES & RESPONSIBILITIES**

**Including but not limited to:**

- Ensures quality client services and experiences are provided to clients, visitors, staff and volunteers
- Responsible for maintaining the foster program as a whole with seasonal focus on maintaining the feline and neonate fosters. Will oversee operations of the canine foster program in coordination with the Behavior Training Manager.
- Responsible for all communication between fosters and the adoption center.
- Promptly Coordinates movement of felines and neonates from adoption center or Henderson County Animal Services into foster care.
- Monitors health and behavior of animals in foster care and reports findings to Quality Care Manager.
- Communicates with the Adoption Program Manager when neonate fosters are available for adoption. Adoption communication is passed to the adoption program staff.
- Conducts appropriate orientations and initial onboarding for all fosters.
- Manages and develops relevant training for feline and neonate fosters.
- Assesses the number of active, nonactive, and temporary leave fosters to ensure Blue Ridge Humane Society has an expansive foster network to support operations.
- Plans and executes foster recruitment/retention events throughout the year.
- Works with the Adoption Center Director to assesses the program's effectiveness and makes revisions where necessary.
- Develops and implements effective strategies to increase foster retention.
- On call for foster emergencies that are non-behavior related.

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- Continuously develops, and strengthens the program so that it stays relevant, effective and efficient.
- Creates and revises all foster forms, manuals, policies and procedures as needed. Should be done at least annually or promptly after an operational update.
- Effectively communicates with other staff members regarding the logistics of fosters i.e. scheduling of pickup/drop off, vet appointments etc.
- Maintains impeccable records for the foster program.
- Able to provide training to support staff in a positive, consistent, and effective manner.
- Reports monthly data to Adoption Center Director regarding foster numbers including, how many animals, how many active/nonactive fosters and length of stay.
- Responsible for maintaining foster supplies and notifies Adoption Center Director when supplies are low.
- Must demonstrate a high level of attendance and punctuality as a condition of continued employment. We expect that our employees share our sense of commitment to the animals.
- Performs other duties as assigned.
- Must show interest and motivation towards personal development, growth and learning with regards to animal welfare. This includes attending seminars/trainings and some extra reading and preparations.
- Adheres to BRHS confidentiality agreement.
- Works cooperatively with volunteers and fosters in partnership to improve quality of life for resident animals; report all concerns or issues with volunteers and fosters immediately to Volunteer and Outreach Director
- Participates in adoption and community outreach events when assigned.
- Represents Blue Ridge Humane Society at industry meeting or community initiatives when assigned.
- Represents Blue Ridge Humane Society in a professional manner at all times: in appearance, demeanor and following the behavior expectations for an ACA.
- Other duties as assigned.

*Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook.*

#### **Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Bachelor's Degree preferred
- At least three years' experience with animal sheltering
- Strong computer skills including various databases and proficiency in Microsoft Office applications
- Strong dog/cat handling skills and working knowledge of dog/cat behavior and medical issues

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- Experience in a leadership/supervisory role
- Experience working with diverse and/or underserved communities
- Strong organizational, humane relations and communication skills, orally and written
- Ability to work on initiative, balance multiple projects and meet deadlines
- Ability to speak effectively before groups and work tactfully with co-workers and the public
- Ability to function as part of a team and work with volunteers
- Possess good judgement when dealing with the public, decision making and handling confidential information
- A valid, unrestricted NC driver's license with a driving record acceptable by the BRHS's insurance carrier.
- Must be able to lift 50 pounds.
- Must be able to sit, stand, squat, and kneel for periods of time.
- Must share Blue Ridge Humane Society's commitment to animals
- Highly motivated and self-directed
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner
- Must love animals AND people!

**Certificates, Licenses & Registrations:**

Must be willing to give permission for a background check and a DMV report. Must possess a valid, unrestricted North Carolina driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

*Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

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Employee Printed Name

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Signature

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Date

