



# JOB POSTING NOTICE

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**POSITION:** FOSTER CARE MANAGER  
**DEPARTMENT:** VETERINARY SERVICES  
**REPORTS TO:** VICE PRESIDENT, VETERINARY SERVICES  
**STATUS:** FULL-TIME, NONEXEMPT  
**DATE:** MAY 9, 2022

## **POSITION SUMMARY AND MINIMUM QUALIFICATIONS:**

The goal of the SPCA Serving Erie County Foster Care Department is to provide temporary homes for animals in the care of the SPCA Serving Erie County to allow for growth, decompression, socialization, and healing in preparation for adoption or placement in a permanent home.

We believe the foster care experience should be a high-quality extension of services representative of the SPCA Serving Erie County's core values. We believe the gift of time, tenderness, and care is invaluable and worthy of support, training, and opportunities to be ambassadors.

This position will act as a department head responsible for the movement, placement, treatment, and development of the animals in need of temporary foster care. This individual will oversee the employees within the department, to include scheduling staffing and managing time off accordingly.

Foster Care is a fast-growing division of Animal Welfare. The person that will thrive in this position will be adaptable, compassionate, organized, and forward thinking. The individual best suited for this role will enjoy working with people as much as helping animals.

The responsibilities of this role will be centered around the four existing elements of foster care within the SPCA Serving Erie County:

- Intake and Placement
- Medical care and Follow-up
- Volunteer Recruitment, Retention and Engagement
- Adoptions from the home

Using best practices, innovative programs, and measurable outcomes, you will expedite animals to foster care and support the processes to ensure they receive crucial, routine care. Working in conjunction with Admissions, Behavior, and the Shelter Manager you will be instrumental in ensuring speedy placement into appropriate temporary homes.

## **RESPONSIBILITIES**

Responsibilities will include, but are not limited to:

- Be a consistent and visible presence with foster care providers; be available to answer questions, receive feedback, lend a hand, and ensure deep understanding of and compliance with SPCA Serving Erie County's foster program procedures and operations
- Support foster population while providing training, supervision, modeling, coaching and ongoing guidance to foster families

- Provide top customer service to SPCA Serving Erie County's foster families, respond to emails, text messages, Facebook posts and phone calls from foster parents in a timely manner and resolve issues as they arise
- Partner closely with the SPCA Serving Erie County Infirmary to manage daily incoming and outgoing animal populations from the facility to foster care
- Maintain a "foster on deck" process to ensure timely and efficient flow of animals into foster care
- Prepare for and participate in rounds to report on foster population and pathways of adoptable animals
- Coordinate with the veterinarian staff, to establish and sustain a streamlined approach to scheduling for routine care and medical support to fosters as needed
- Provide all foster families with direct, transparent communication about the purpose of their foster assignment and help those fostering animals with medical and/or behavioral risks to understand the role of the foster home in the animal's development in preparing for adoption
- Provide all foster volunteers with comprehensive ongoing training in disease control and prevention in their home, animal handling and safety techniques
- In partnership with Admissions, Behavior and the Shelter Manager take proactive measures to ensure timely recovery and placement of animals with medical conditions or behavioral issues
- Utilize innovative tools to contribute to foster recruitment, promote foster retention, streamline foster assignments, and build a network of advocates and ambassadors
- Continuously seek out, learn and implement best practices in the field related to foster care, animal relocation and animal placement
- See that every foster is celebrated and that foster families are informed and engaged advocates for the SPCA Serving Erie County's mission

#### **QUALIFICATIONS**

- Demonstrates exceptional client services skills; solution-focused problem-solver
- Passion for volunteer management and engagement; proven history of building and maintaining positive and productive relationships with internal and external stakeholders
- Ability to quickly, calmly, and efficiently adjust to changes in direction and re-prioritize work
- Demonstrates care and concern for the safety and well-being of self, animals and others, especially during stressful situations
- Experience with conflict resolution
- Excellent written and oral communication skills
- Excellent interpersonal skills; authentic team player
- Excellent time management skills with the ability to prioritize multiple projects and be responsive to requests
- Some animal handling skills preferred

This individual will also participate in creating a thriving culture of philanthropy at the SPCA Serving Erie County by increasing awareness and support of our organization. This is achieved by being knowledgeable and supportive of SPCA programs and events, sharing your passion for service to animals and people within our community, and serving as an inspiration by providing an exemplary level of animal care and guest service.

If you are interested in this position and meet the qualifications, please submit your resume to Julie Schultz, Human Resources at the SPCA Serving Erie County, at [julies@yoursPCA.org](mailto:julies@yoursPCA.org).