Foster Coordinator

Summary

ACCT Philly recognizes that even the best shelter experience is not preferred for any animal. We also recognize that our infrastructure is ill-suited to meet the needs of the 18,000 animals we care for each year. Through the recruitment, support, and coordination of a team of volunteer foster parents, the Foster Coordinator helps mitigate these challenges, improve the experience of animals in our care, and enhance opportunities for lifesaving. ACCT Philly's foster parents enable thousands of animals each year to be cared for offsite, whether for a day or for much longer, while recovering from medical conditions, resolving shelter-induced behavior concerns, or simply waiting for a home. The Foster Coordinator oversees this cohort of individuals, ensuring a clear, coordinated effort that maximizes the impact of our foster homes as a resource.

Core Responsibilities

- Coordinate the activities of the ACCT Philly Foster program, including day trips and short-term foster
- Interact with animals directly to learn about them and their needs in order to match them with foster parents
- Identify animals that would benefit from foster care and promote them to current ACCT fosters, as well as new individuals who may want to become fosters
- Communicate with foster parents via phone, email and in person, leading with an air of excitement and thanks for their contribution and continued support
- Organize and provide foster training, including orientation and advanced skills development that allow fosters to increase or enhance their contribution
- Develop materials to provide support to new and tenured fosters
- In coordination with other Foster personnel, cultivate "lead" foster parents who can help cultivate newer fosters into integral members of the greater foster team
- Identify opportunities for foster recruitment and engaging in recruitment activities, with a focus on promoting diversity and inclusion, as well as targeting specific foster care needs
- Maintain an organized, welcoming space for fosters to access supplies, training, etc.
- Collaborate with management and leadership to identify needs and design foster roles to meet them
- Communicate effectively with fosters, ensuring they are made aware of updates, news, and needs in a timely way
- Act as point person for fosters; receive, respond to, and forward inquiries as appropriate
- Investigate and respond to concerns from or about fosters
- Promote a collaborative, community approach by providing opportunities for foster recognition and thanks, social connection, and broader engagement
- Conduct an annual review of foster data, verifying that appropriate waivers, applications, and other forms are on file and current
- Maintain accurate foster files, removing inactive fosters and re-engaging where possible
- Maintain accurate foster animal inventories, following up on animals with long foster lengths of stay and closing out records where appropriate
- In conjunction with management, identify annual goals which exceed the previous year's and develop strategies to meet them
- Respond to public-facing foster email account
- Other duties as assigned by management

Work Environment

ACCT Philly is open to the public 10am to 6pm daily including on weekends and holidays. An employee may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace, and employees are exposed to odors and high levels of noise while performing their job.

Qualifications

Passion for the mission of ACCT Philly and ability to articulate it effectively; strong interpersonal and organizational skills; enjoys interacting with people from a variety of backgrounds and experiences; confident giving direction; comfortable managing strong, passionate personalities; highly motivated self-starter who can work independently and on a team; able to train others; demonstrated ability to speak effectively before large groups and communicate effectively both orally and in writing; demonstrates flexibility and is willing to adjust work schedule or flow to meet the needs of the organization;

Education and Work Experience

High school diploma or equivalent required; bilingual preferred; experience as an animal shelter volunteer or foster parent a plus

Hours/Status

This is a full-time position, averaging a minimum of eight (8) hours per day, forty (40) hours per week. Work schedules including days and hours may vary according to the organization's needs, including weekends, nights, and holidays. This is a non-Union position.

Introductory Assessment Period

The introductory assessment period runs from the date of hire for 90 days thereafter. For employment in any position with ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee for ACCT Philly may end the employment relationship without notice or prejudice.

Employment

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of ACCT Philly that all positions are governed by the needs of the agency, which means that employment is “at will” and for no specified term. Either ACCT Philly or the employee may terminate employment at any time.

Job Type: Full-Time

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Signature Date