



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: **Foster and Animal Care Advocate**

REPORTS TO: Animal Care and Enrichment Manager

HOURS: Full-time with varying working hours including the ability to work nights and weekends as needed

CLASS: Full-time, hourly;

SCOPE OF POSITION

The Foster and Animal Care Advocate serves as a key part of the Animal Care and Enrichment team at the Humane Society of Northeast Georgia (HSNEGA). This position works closely with the Animal Care and Enrichment (ACE) Manager to achieve organizational objectives for rescuing/adopting animals and manages HSNEGA's foster care program and animal advocate program. Essential duties include but are not limited to:

Operational Duties

- Develop and implement the foster handbook, regularly updating as needed.
- Develop and implement foster care program's annual goals and objectives in conjunction with overall organizational objectives.
- Track data on foster program, especially in relation to Animal Care and Enrichment goals and overall organizational goals.
- Keep all staff up to date on changes to foster program, provide staff training for foster program procedures as needed, and ensure staff is providing accurate information to foster volunteers.
- Manage the foster database and ensure foster animal locations and foster volunteer information is up-to-date and accurate.
- Works with Animal Care and Enrichment Manager and Intake Technician to place animals in foster care as needed. Oversees care of all animals in foster homes including securing needed supplies for fosters, facilitating medical care to fosters and ensuring that records are maintained and updated in a timely manner.
- Manage the HSNEGA Foster Network Facebook page.
- Maintain the animalcare@hsnega.org email account.
- Perform outreach within the community to increase support for the foster care program.
- Work with marketing team to continuously recruit new foster volunteers
- Ensure HSNEGA is compliant with all Georgia Department of Agriculture (DOA) fostering policies. Maintain needed data for DOA inspections.
- Manage and maintain foster program materials including applications, home inspection reports, etc.
- Evaluate foster program, report program data, and recommend changes to improve program on a regular basis.

- Works with the Animal Care and Enrichment Manager and Technicians to lead/assist in playgroups, provide daily enrichment and to complete animal temperament assessments to promote successful adoptions, and develop behavior modification plans, when appropriate, for animals with undesirable behaviors.
- Develop and maintain an animal advocacy program including but not limited to foster network, transport partners, behavior partners, rescue partners and more.
- Screen potential owner surrenders to see if services and/or resources can be reasonably provided to keep animals in their homes.
- Work with our adoption center and animal care teams to ensure advocacy for animals with a length of stay greater than 30 days.
- Work with our medical team to ensure advocacy and resources for medical patients.

Placement Duties

- Process and approve incoming foster applications in a timely manner. Ensures fosters go through appropriate orientation and home inspections are completed in a timely manner.
- Facilitate movement of shelter animals into foster care including ensuring all animals have clear, appropriate photos before entering any foster program, and are microchipped and appropriately vaccinated.
- Coordinate booster vaccine, recheck and drop off times with foster volunteers. Coordinate with Clinical Administrative Manager to ensure foster animals receive appropriate and timely medical checks and treatments for basic issues. Coordinate with the Chief Veterinary Officer for foster animals to receive more advanced medical checks and treatments.
- Ensure foster animals' follow-up vaccinations, dewormer, and flea/heartworm prevention are given on time.
- Work with Clinical Administrative Manager to ensure foster animals receive spay/neuter surgery on time.
- Monitor health and behavior of animals in foster care and report any important findings/issues to Animal Care and Enrichment Manager or clinical team as appropriate.
- Counsel foster volunteers on basic behavioral issues and seek additional assistance as needed.
- As needed, work with other staff, veterinarians, trainers and behaviorists to determine appropriate rehabilitation or maintenance for foster animals.
- Serve as primary contact for foster volunteers/foster homes, and oversee the response to foster animal emergencies.

Human Resources

- Ensure clients receive courteous, professional service.
- Return all calls and emails in a timely manner each day.
- Works closely with owners and the Volunteer and Outreach Coordinator to find alternatives to surrendering owned pets as needed.
- Participates in meetings with staff to review procedures, discuss workplace issues and share ideas.

Volunteer Management Duties

- Work with the Volunteer Coordinator and Philanthropy team to recruit, interview, and screen foster volunteers and match applicants with program needs.
- Develop, coordinate, schedule and lead foster care training sessions; develop training manuals and related training materials.
- Assure all foster volunteers receive the necessary training and support to perform their foster care responsibilities.
- Maintain appropriate orientation materials, manuals, and handouts for foster volunteers.
- Follow up with long-term fosters regularly to ensure their satisfaction and compliance with our foster programs and services.
- Develop and maintain advanced or specialized foster parent training programs to ensure the continual growth of the foster program.
- Work with volunteer coordinator to ensure transport for animals that are going out to other rescue organizations.
- Develop and maintain a volunteer stewardship program.

Other Duties

- Monitors issues associated with the effective operation of HSNEGA; always advises ACE Manager of situations/ happenings either complimentary or detrimental to HSNEGA or the animals.
- Conducts and participates in meetings with the Chief Operations Officer and other team members to review procedures, discuss workplace issues and share ideas.
- Remain current on state/federal/best practices, rules and regulations governing animal welfare facilities.
- Flexible with scheduling and available when away from the facility as needed to meet the needs of the organization.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in the specific job description.
- Assist with the development of operational policies, procedures and protocols.
- Strives to remain current on best practices in animal health and foster programming to ensure HSNEGA is in compliance.

Physical Requirements and Work Environment

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Occasional exposure to dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Regularly sits at a computer station and operates electronic equipment.
- Ability to handle routine and difficult public contacts and resolve conflicts in a positive manner.
- Must be able to deal with an often fast-paced and changing workload which at times can be stressful.
- Must have the ability to perform in a standard office, animal care, and kennel environments with exposure to hazardous chemicals.
- Ability to lift up to 50 lbs without assistance.

Knowledge, Skills and Abilities

- Minimum of one (1) year of prior animal shelter or veterinary clinic experience.
- Knowledge of breeds, diseases, medical conditions, and animal handling and behavior.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public.
- Promotes a collaborative, respectful, and supportive environment that inspires workplace innovation, fosters a strong sense of teamwork and collaboration and builds trustworthy relationships.
- Demonstrated ability to work with different software programs including MS Office and Pet Point.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment and discretion in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- High-level organizational skills including the ability to effectively prioritize in a fast-paced environment.
- Critical thinker who looks for and acts on opportunities to improve processes and systems that will enhance HSNEGA's mission.
- Valid Georgia driver's license and clean driving record.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship