Berkeley Humane

**Position Title:** Foster Program Coordinator  
**Department:** Adoptions

**Reports to:** Pet Program Manager  
**Pay Rate:** DOE

**FLSA Status:** Non-exempt  
**Classification:** Full-time

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**SUMMARY:** The Foster Care Coordinator is responsible for providing exceptional external and internal customer service, recruiting, training, supporting and retaining home-based foster care providers for the animals in Berkeley Humane’s adoption program, for assigning animals to care providers on a weekly basis, for coordinating caregiver interactions at the Adoption Center and at mobile adoption events, and for completing Animal Care duties as needed.

**WORKING RELATIONSHIPS:**
Manages a team of volunteer foster care providers and on-site program support volunteers. Reports to and works closely with the Pet Program Manager. Works closely with the Director of Operations, Adoption Center Manager, and Hospital and Adoption Center staff.

**DUTIES & RESPONSIBILITIES:** This job description reflects the assignment of essential functions; it does not limit or restrict the tasks that may be assigned.

**Primary Duties:**
- Recruit foster care providers; schedule and lead group foster orientations. Provide individual and specialized training as needed for specific types of foster animals (i.e., underage, medical needs, behavioral needs, etc.) and make appropriate animal/foster provider matches based on environment and experience level.
- Support foster care providers with regular communication, medical and behavior counseling, and prompt responses to telephone and email messages.
- Train Foster Program Support volunteers to work at the Adoption Center and off-site, providing operational support to the Foster Care program.
- Produce monthly reports, benchmarks, and other reports as needed. Maintain accurate and complete foster care information in PetPoint.
- Communicate with Adoptions and Hospital team regarding foster care provider availability, foster animal status, medical appointments, and intake capacity planning.
- During peak kitten season – recruit, train and support neonatal kitten fosters, collaborate with the Hospital to intake underage kittens from partner shelters and the public.
- Manage and grow the Foster to Family program where foster providers are trained and given tools to conduct adoptions off-site.
- Conduct regular foster provider orientations and trainings.
- Stock foster supplies including food, litter, toys, and litter boxes and track supply inventory and distribution. Maintain the resources library and manuals with details about behaviors and medical conditions that foster care providers may encounter.
- Manage the Trial Adoptions Program. Contact and counsel potential adopters to support a smooth transition into the home for the animal. Schedule adoption and/or medical appointments as needed.
✓ Assist with adoptions, counseling the public and promoting Berkeley Humane programs.
✓ Support the operation of the Adoption Center by performing animal care and other routine facilities duties as needed.
✓ Perform other duties as assigned by the Pet Program Manager and Director of Operations.

EDUCATION & EXPERIENCE:
1. BA or BS degree. Qualifying work experience will be considered as an alternative; on the basis that one-year of experience may be substituted for one year of education.
2. One to two years of verifiable hands-on professional or volunteer experience in the care, feeding, and handling of animals in a facility that cares for and/or houses animals (e.g. animal care/control agency, humane society, veterinary hospital, boarding or pet day care facility, or shelter) working principally with cats and dogs.
3. One to two years of professional or volunteer experience in cat and dog behavior and medical care preferred.
4. Excellent customer service experience. Management, counseling, public speaking, volunteer training or teaching experience preferred.
5. Computer literacy and proficiency in Microsoft applications.
6. Competency with one or more sheltering database applications preferred.

SCHEDULE: Working hours will include some holidays, weekends, early morning, and evenings, and may change at times to accommodate program schedules.

SKILLS & REQUIREMENTS: Demonstrated experience in tactful and professional interaction with the public. Ability to professionally represent Berkeley Humane’s programs and animals. Agreement to support Berkeley Humane policies and procedures and make decisions in the best interest of the organization in the face of pressure. Ability to work with a positive outlook; a proven desire to take initiative, and be a team player; ability to motivate others and lead a small team to meet goals; ability to manage deadlines and be flexible under pressure. Ability to work with cats and dogs of all types and recognize characteristics and behaviors that will enable clear communication about foster animals with foster caregivers. Familiarity with principles of reward based training and solutions to common dog and cat behavior challenges. Knowledge of or ability to learn common shelter medicine practices.

PHYSICAL DEMANDS: This work is performed in office and shelter surroundings; requires workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs; bend; reach; hold, grasp, and turn objects; and use fingers to operate computer keyboards. The work requires the ability to speak normally and to use normal or aided vision or hearing.

WORK ENVIRONMENT: Exposure to strong and/or unpleasant odors, including those from excrement, cleaning agents, and chemical compounds; frequent exposure to noise; possible exposure to parasites and infectious diseases that can be carried and transmitted by animals. Workers are subject to animal bites and scratches and constant exposure to animals, animal noises, and animal allergens under conditions with no alternatives available. Work is subject to frequent interruptions. Employee is subject to work outdoors in a variety of weather conditions. Although all efforts are made to adopt out all of the animals we take into our care, some animals will be euthanized for disease, quality of life, or behaviors unsuitable for adoption into our community.

Berkeley Humane is an Equal Opportunity Employer