# Position Description
## Animal Foster Care Coordinator

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<th>Reports to</th>
<th>Volunteer and Foster Care Program Manager</th>
<th>Business Unit</th>
<th>Animal Operations</th>
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### Role Purpose

The Animal Foster Care Coordinator assists the Volunteer and Foster Care Program Manager to drive and continuously improve the RSPCA South Australia Foster Care Management Program.

### Key Responsibilities

- Lead and manage foster care volunteers through effective recruitment, induction, identify clear work functions, assign tasks, monitor performance, and ensure a high level of professionalism and customer service are maintained.
- Coordinate the transfer of animals from the Lonsdale Shelter to foster carers.
- Provide ongoing support to the foster carers, ensuring Society policies and procedures are adhered to in respect to animal care and welfare.
- Manage and maintain the foster care Facebook page ensuring content is appropriate and questions are answered within 24 hours.
- Assist with continuously improving the Foster Care Manual to contribute with the care and safety of animals and foster carers.
- Manage and monitor three email accounts; RSPCA personal and Foster Carer. Emails are replied to within 48 hours of receipt.
- Participate in the further development of the Foster Care Program to seek opportunities for efficiencies, effectiveness and to promote the Program.
- Maintain medical and behavioural records of animals in the foster care program; monitor the progress of animals while in foster and ensures compliance with RSPCA and program policies and procedures.
- Accurate data entry and management of the CRM databases Volgistics and ShelterMate. Maintain accurate and up to date records for the foster program; maintain statistical information and other data in order to measure program success.
- Prepare accurate reports and submit other information requested, within specified timeframes.
- All foster animals are examined, vaccinated, medical treatment and follow-up as per the direction of a veterinarian; are being socialised properly and making progress in their rehabilitation. Ensure foster animals are returned to the Shelter as scheduled.
- Educate foster carers on animal care; conduct educational training sessions to ensure animal care meet RSPCA required expectations.
- Work directly with shelter staff, veterinarians, and the behaviourist to determine appropriate rehabilitation or maintenance of foster animals.
- Evaluate animal’s personality and provide recommendations for ideal permanent home environment.
- Screen, interview and recruit potential foster carers and adopters.
- Facilitate adoptions of foster animals by matching foster animals with potential adopters; maintain a database of potential adopters and the type of animal they are looking for.
- Provide foster carers with all the required medical supplies and equipment to care for fostered animals.
- Undertake regular routine foster care animal checks.
- Assist with developing and maintaining standard operating procedures and contracts related to foster care program.
- Adhere to defined workplace health and safety and injury management policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace. Assist in the identification of hazards, assessments of risks and implementation of risk control measures to protect own health and safety and to avoid adversely the health and safety of any other person.

### Key Relationships

**Internal** - Senior Veterinarian, Executive Manager - Animal Operations, Shelter Manager, shelter staff, veterinarians, inspectors, rescue officers

**External Contacts** - foster carers, veterinarians, animal welfare industry representatives, members of the public, interstate counterparts
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### Animal Foster Care Coordinator

**Key Competencies**

- **Integrity** - Maintain and promote social, ethical and organisational norms in conducting internal and external business activities.
- **Continuous Improvement & Innovation** - Generate creative solutions and opportunities for improvement of efficiency and effectiveness of existing processes and systems. Demonstrate the ability to complete even unfamiliar tasks independently by adapting previously gained knowledge. Analyse problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive effectiveness.
- **Collaboration & Teamwork** - Develop and maintain positive working relationships; use appropriate interpersonal styles to work effectively as an integral member of a team, or under minimal supervision, with a diverse range of stakeholders to achieve success business outcomes.
- **Communication** - Effectively communicate by actively listening and sharing relevant information to anticipate problems and ensure effectiveness; adjusting style, tone and level of detail appropriate to the audience and scenario.
- **Adaptability** - Change behavioural style or method of approach when necessary to achieve a successful outcome. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- **Safety Awareness** - Effectively exhibited leadership behaviours that promote the RSPCA’s zero harm safety culture to improve both WHS and organisational performance. Champion the WHS Management System. Foster the development of attitudes and beliefs of employees that support safe behaviour. Integrate safety into all work planning, processes and practices.

**Experience & Knowledge**

- Vet Nursing qualification, highly regarded
- Work over a 7 day roster with after hours on call duties for foster care medical emergencies.
- Experience with handling aggressive, sick and injured animals an advantage.
- Knowledge and application of Prevention and Cruelty to Animals Act.
- Knowledge of Companion Animals Act as it applies to RSPCA Shelter operations.
- Encompass a genuine commitment and compassion for animals and their care and welfare.

**Requirements**

- Additional hours may be required at times
- Current Class C driver’s licence