

## Foster and Transfer Supervisor (Evans, CO Location)

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| <b>Job Title:</b>          | Foster and Transfer Supervisor   |
| <b>Department:</b>         | Foster/Transfer - 05   |
| <b>Job Classification:</b> | Full time, Hourly, Non-Exempt Position   |
| <b>Job Relationships:</b>  | Reports to Associate Director of Operations. Supervises Foster & Transfer Coordinators and departmental volunteers. Working relationships include Behavior and Enrichment, Veterinary Services, Volunteer and Humane Education, the Supervisor and Management Team, and other members of the Organization.   |
| <b>General Purpose:</b>    | Supervises the Organization's animal foster care and animal transfer programs; trains and supervises staff and volunteers in all aspects of the Foster & Transfer department. Designs, documents and/or implements foster/transfer-related programs. The position supervises four (4) or more staff members plus associated volunteers. This is a working supervisor position and includes performing the duties of direct reports routinely and in their absence. |

This is a full-time, hourly position. Work schedules vary between 7:30am-7:30pm Monday-Friday and 7:30am-5:30pm Saturday-Sunday and are subject to change. Schedule will include a weekend shift and may include overnights, holidays, special events, and emergencies, as needed. This position is based at our Evans campus, but oversees staff at all campuses. This position will regularly work and travel to all of the Organization's campuses, to other organizations, and to foster homes.

### Essential Duties and Responsibilities:

#### **Staff and Department Supervision:**

- Schedules, assigns duties and supervises Foster & Transfer Coordinators during a particular shift. Identifies and ensures appropriate training, development opportunities, and staff recognition.
- Participates in the hiring, evaluation, coaching, counseling, performance reviews and disciplinary action of staff.
- Assists in managing timesheet data, schedules and time off requests to ensure department coverage.
- Responsible for understanding and performing all functions and tasks within scope of responsibility.
- Serves as the primary escalation point for foster/transfer-related questions and concerns.
- Maintain inventory and order department supplies at all campuses.
- Recruits, trains and supervises foster care and transfer volunteers; maintains appropriate levels of volunteers.
- Follows PACFA regulations and guidelines and regularly reviews internal protocols to ensure compliance.
- Meets attendance and punctuality expectations.
- Adheres to the Standards of Professional Conduct and Models behavior standards, policy and procedure adherence, and communication expectations.
- Provides monthly reports and data collection for department.
- Works within approved budget and assists Associate Director of Operations with annual planning and budgeting.
- Serves as the Department Volunteer Supervisor (DVS) and attends associated meetings as assigned.
- Develops, documents and/or implements protocols and standard operating procedures under the direction of the Associate Director of Operations and in alignment with Organization capabilities and philosophy. Monitor results.

**Foster/Transfer:**

- Performs the duties of a Foster and Transfer Coordinator in their absence and as needed.
- Monitors health and behavior of animals in foster care and coordinates follow-up with appropriate team.
- Oversees animal foster appointments and responds to associated emergencies as required.
- Oversees and performs animal foster home inspections.
- Oversees movement of shelter animals into foster care.
- Oversees and transports animal transfers to and from placement partners and other facilities, which can be out of state and overnight as needed.
- Drives on behalf of the Organization.
- Performs euthanasia as assigned. Participates in euthanasia decisions.
- Responsible for handling, vaccinating, examining and medicating animals.

**Other Duties and Responsibilities:**

- Attends meetings and participates on committees as assigned
- Responsible for annual Placement Partner recognition event.
- Community liaison responsibilities as assigned.
- Cross trains in and assists other shelter departments as necessary including team assistance to Veterinary Services and Behavior and Enrichment departments.
- Supports the Organization's events, off-site adoption sites, and marketing efforts
- Performs other duties as assigned

**Job Qualifications:**

**Education/Experience:** Minimum of Associate's Degree or equivalent work experience; Minimum one year of proven staff supervisory or applicable lead experience, or six months of current Organization lead experience. Minimum one year of experience in animal welfare, animal care, animal health or applicable industry required. Hands on experience with companion animals required. Previous animal foster care coordinator experience highly desirable. Animal euthanasia and vaccination certification or experience desired. Veterinary assistant or technician experience a plus. Chameleon software, or other animal shelter software, experience a plus. Neonatal animal care experience helpful and experience driving a passenger van a plus. Animal welfare experience preferred. Must be at least 21 years of age (required for insurance purposes). Bilingual English/Spanish reading, writing, understanding, speaking is a plus and includes a wage premium.

**Knowledge, Skills and Abilities:** Knowledge of basic animal nutritional requirement; Knowledge of basic companion animal healthcare and common diseases; Knowledge of companion animal breeds, colors and behaviors; Knowledge of common animal sheltering evaluation tools; Emotional intelligence, work ethics and work integrity required; Proven solid computing skills (Microsoft Office environment; Publisher); Effective written and verbal communication skills; Skilled in public speaking; Strong organizational and record keeping skills; Proficient animal handling skills; Must become proficient in venipuncture, vaccination and euthanasia techniques; Project management and multi-tasking skills required; Ability to use independent and appropriate judgment; Able to work with companion animals of all types including exotic species; Able to work independently and in a team setting; Able to remain calm and level-headed in stressful and emotional work environments; Able to work with a diverse group of people; Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties in a busy and constantly changing work environment; Able to show empathy and compassion; Able to perform basic veterinary assistant tasks; Able to identify common companion animal illnesses; Able to work a flexible schedule including evenings and weekends as required; Able to drive long distances with overnight stays as needed.

**Other:** Valid Colorado Driver's License and insurable driving record; have and maintain personal driving insurance meeting Colorado standards.

**Working Conditions:**

**Work Environment:** Most work is performed in normal shelter setting and in the field at foster homes and placement partners. Potential for exposure to zoonotic diseases; Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel area. Potential for animal bites and scratches while handling animals. Exposure to cleaning products. Exposure to various weather conditions when working outside. Potential exposure to hay and dust. Potential exposure to deceased animals. Work schedule is generally five days a week and includes one weekend day. Driving a transfer van long distances out of state with overnight stays as needed. Overtime and attendance at some events will be required as needed.

**Physical Activities:** Handling animals of varying types and temperaments. Frequent lifting and carrying of up to 50 pounds unassisted and more with assistance. Potential for sitting, standing on feet or driving a vehicle for 8 hours or more a day. Kneeling, squatting, bending, cleaning cages (scrubbing/mopping), walking dogs on a leash, animal restraint and handling needles and syringes. Performing data entry and other computer work. Performing physical examinations on animals; Audibly listening and verbally communicating.

***NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.***

**We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.**