

JOB/POSITION TITLE: **Foster Care Manager**

STATUS: Exempt

PRIMARY PURPOSE: Directly lead, develop, oversee and evaluate the organization's foster care program. Facilitate engagement in the mission by overseeing foster care programming and stakeholder relationships. Lead a team to support dedicated volunteer foster providers and ensure positive outcomes for animals in care.

Reports To: Director of the Mo'ili'ili Campus

Supervises: Foster Care Coordinators, in-home foster volunteers and program support volunteers.

ESSENTIAL DUTIES/FUNCTIONS:

- **People Care.** Leading by example, ensuring internal and external patrons (employees, volunteers, Hawaiian Humane partners and community members) and their needs are a primary focus. Communication and contact must be clear, understandable, cooperative, professional and respectful in all circumstances and will occur through face to face, telephone, and electronic mail. Employees are expected to actively support a positive team environment, directly address conflict with the goal of problem solving and appropriately express concerns. This position interacts with and collaborates with employees and volunteers at all levels of the organization.
- **Customer Care.** Deliver high-level customer service to Hawaiian Humane community members via Foster Care Programs including recruitment, training, follow up support, and needs related to department assigned volunteers. Communicate with a diverse group of people in a consistently compassionate, informative, respectful and professional manner. Manage emotionally difficult situations with strong communication skills and empathy.
- **Team Leadership.** Oversee the day-to-day activities and leadership of the foster care team, including hiring, training, coaching, development, and retention to maintain the highest standards of performance and professionalism. Provide clear direction, resources, and motivation to coordinate the team's work.
- **Foster Care Program Development & Leadership.** Expand and integrate the foster care program across the organization, developing strategies to increase lifesaving through foster care. Oversee the design, development, and implementation of department standards, SOPs, systems, and procedures. Monitor and evaluate program effectiveness, making improvements as needed.
- **Training & Education.** Assess and monitor programmatic impact, developing and implementing training curriculum and educational materials for internal and external stakeholders. Create content for volunteer communications.
- **Volunteer Management & Retention.** In collaboration with Volunteer Services, build and nurture a dedicated team of foster caregivers and program volunteers. Develop opportunities to deepen their knowledge and skills, increasing retention.
- **Communications Leadership.** Responsible for holding regular staff meetings and trainings to ensure team members are communicative and coordinated. Ensures that relevant organization information is shared in a timely manner with the team. Responsible for compliance of all department staff's conduct and communications with the public whether via phone or email. Work with the Community Engagement team to promote any medical or behavior animals that need placement when no internal foster can be found, reducing overall length of stay and widening the foster pool.

- **Daily Foster Program Activities.** Coordinate and facilitate temporary in-home care for sick, injured, or young animals that need more attention or socialization before placement in adoptions. Work proactively with veterinary services, transfer, adoptions and behavior, implementing interventions to support animals awaiting foster placement and ensuring best outcomes for animals.
- **Budgeting & Reporting.** Responsible for creating and monitoring the department budget. Maintain accurate program data and statistics.
- **Organizational Support.** Participate in and lead interdepartmental meetings and discussions to support strategic initiatives and organizational alignment.

OTHER DUTIES/FUNCTIONS:

- **Operations Support.** Works with other departments within the organization to resolve issues of mutual concern and improve operations.
- **Other Duties as Assigned.** May include organization-wide support as needed, including but not limited to participation in events, serving as spokesperson, fundraising, covering other operational departments, and Hawaiian Humane's role as a first responder to disasters.

JOB CONDITIONS:

- **Work Environment:** Indoors and outdoors as needed
- **Equipment Use:** Computer, database, and telephone systems. Use of all sheltering related animal equipment, including safety and medical supplies.
- **Hours:** Based on operational requirements. Shift times are scheduled to support organizational needs and may include evenings, weekends and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must agree with and be committed to Hawaiian Humane goals, objectives, and programs.
- Must be self-motivated and able to work independently and as a team equally successfully with proven communication, collaboration and customer service.
- Must be able to maintain professionalism, composure and compassion in emotionally charged situations and able to resolve conflicts effectively.
- Must be able to work with and handle animals of varying species, size, and temperament daily in a caring, safe, and respectful manner.
- Work performed in high noise level areas. Exposure to cleaning solutions, fumes, dust, animal dander and bodily fluids.
- Physical efforts require constant bending, stooping, standing, climbing stairs, and walking. Frequent lifting of animals and objects with or without reasonable accommodation.
- Must be detail-oriented with excellent organizational and analytical skills.
- Perform shelter opening and closing duties as needed.
- Perform euthanasia and related tasks.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: Computer expertise and knowledge of programs such as Microsoft Office. Ability to use database style computer programs, understand data reporting and

- analyzing data.
- Education/Training: High school diploma or equivalent required. University, College degree or equivalent preferred
 - Experience: Five years of related work experience including leading a team and progressively complex project or program leadership responsibilities. Three years' experience providing and leading excellent customer service.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.