Lucky Dog Animal Rescue

Foster Support Coordinator

Lucky Dog Animal Rescue (LDAR) seeks a Foster Support Coordinator to assist our Program Manager Team in supporting Lucky Dog’s fosters. Founded in 2009, LDAR is a volunteer-powered, foster based 501(c)(3) that has saved more than 25,000 homeless and abandoned animals since its founding. The new Foster Support Coordinator will assist the organization in furthering its mission and saving even more animals in years to come.

Position Overview
The Foster Support Coordinator will work closely with the Program Managers to ensure our fosters both feel – and are – supported in everything from caring for their fosters to getting to adoption events and vet appointments. They will effectively communicate with staff to ensure that the well being of the animals are attended to. They will be responsible for working with the team to ensure that all animals are assigned fosters, that fosters have their questions answered in a timely fashion, that they are able to get to adoption events and vet appointments, and that they receive the supplies they need to keep their foster animals happy, healthy and safe. This role includes not only interacting with fosters, adoption coordinators, and staff, but also working with the LDAR database and data management system.

The ideal candidate for this job is resourceful, detail oriented, organized and has animal rescue and/or veterinary work background. The Lucky Dog organization is powered by the volunteers, requiring high levels of customer focus, engaging communication and responsiveness to both the volunteers, fosters, the Lucky Dog Staff and potential and past adopters.

This position is generally Monday through Friday but requires a flexible, non-regular daily schedule. The ability to occasionally work weekends and attend transports is also required.

This position balances working from home and at the office. The Foster Support Coordinator would provide their own computer and cell phone and have access to a car. The position would start as soon as possible.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

**Foster Support**
- Animals in Foster Care
  - Work as part of the foster coordination team to ensure all animals have foster placement
  - Respond to and help report any updates from weekly foster check in emails, knowing when to escalate behavioral or foster concerns to the PM of Fosters & Transports
  - Assist with the tracking, organization, and return of foster supplies
  - Help ensure Adoption Coordinators are looped in on foster feedback
  - Help mediate communication around how to manage common behavioral concerns of animals in foster
○ Potential travel to fosters homes for foster support & behavioral evaluations
○ Work with the foster team and cat team to make sure cats housed at PetSmart locations are seen by LDAR staff and volunteers once a week.
○ Help locate proper foster placements for animals with behavioral challenges or animals being returned to Lucky Dog’s care
○ Assist with tracking Mom & Puppies/Kittens that are in Lucky Dog’s care to ensure proper timeline for care is being followed
○ Help create resource documents for fosters and adopters to review when experiencing behavioral challenges
○ Be comfortable brainstorming and working with the program managers to evaluate and create training plans for animals with behavioral challenges

● Transport Support
  ○ Responsible for tracking fosters assignments for animals arriving on weekly transports, including whether the foster needs a ride to/from transport and or the weekend adoption event
  ○ Help create folders for transport arrivals

● Help create and manage Standard Operating Procedures (SOPs)

● Adoption Event Support
  ○ Work with the Program Manager for Events to ensure RSVPS for events are tracked and interested volunteers are responded to
  ○ Work with the team to ensure animals who need rides to the events are properly tracked and paired with rides
  ○ Help the Program Manager for Events manage relationships with the various stores
  ○ Work with the events team to ensure that event boxes are restocked each week

Vetting Support
● Animals in Foster Care
  ○ Field basic medical concerns from fosters, ask for elaborations on medical issues, and mediate communication and tips to manage common ailments in coordination with the PM of vetting
  ○ Escalate medical concerns to the PM of Vetting and CEO) when appropriate and communicate vetting action plans to fosters
  ○ Be comfortable administering medications, assisting in giving vaccinations or microchips if necessary.

Database & Administrative
● Complete weekly and monthly database and internal tracking audits to ensure accuracy
● Assist the Program Managers in maintaining LDAR’s internal tracking spreadsheets, including the dog & cat lists, event preparation lists, transport documents, with behavioral updates as needed

Key Experience
LDAR is looking to hire a Foster Support Coordinator who has the following experience and skills, at a minimum:
● Animal Rescue experience (volunteer or staff) preferred
● Veterinary technician experience, Veterinary assistance experience, or knowledge and understanding of animal rescue / shelter medicine preferred
● An ability to learn database systems to track fosters, transports, and medications
● Strong proficiency with G Suite, including Gmail, google team drives, google sheets and documents & Microsoft Suite
● Strong attention to detail and follow-through.
● Self-starter with little need for close supervision.
● Ability to work effectively on a small team and across functional organizational lines.
● Ability to work flexible hours, including evenings and weekends
● Ability to work in cohesion with a primarily volunteer-powered organization.

*Responsibilities may be added or changed as the organization continues to grow.*

*Anticipated Compensation: $40,000, subject to experience*

For more information, contact AliP@luckydoganimalrecue.org