



Foster & Volunteer Program Coordinator

SUMMARY: The Foster & Volunteer Program Coordinator supports ASAP's mission of saving cats by recruiting partners to participate in volunteering and fostering ASAP cats and kittens. This position facilitates the coordination of shelter volunteers, in-home foster care volunteers, and other stakeholders. Serving as the shelter's liaison for members of the community interested in becoming involved with ASAP and connecting them with ASAP program leadership, the position provides outreach, education, coordination, and oversight for ASAP volunteer programs (shelter, remote, and fostering). The volunteer foster program includes short term fosters, medical/behavior, senior/hospice, and kittens. This position will also provide support to other ASAP programs and events as needed.

REPORTS TO: Shelter Operations Supervisor

PROVIDES GENERAL DIRECTION AND SUPERVISION TO: ASAP Volunteers

ESSENTIAL FUNCTIONS:

- Manage ASAP foster programs to ensure that cats and kittens in need of foster care are placed quickly and appropriately, ensure excellent care of animals in foster care, and provide training for foster volunteers.
- Establish and manage communication system with foster volunteers about the status of foster cats.
- Recruit, train, and manage volunteers, including off-site fosters and volunteers in the shelter.
- Establish and maintain clear, responsive, timely, and effective communication processes between shelter volunteers, foster volunteers, volunteer leadership, and staff.
- Provide education, information, and outreach to promote ASAP's volunteer programs and reputation in the Santa Barbara community.
- Collaborate with the Shelter Operations Supervisor, key volunteers, and other stakeholders to plan and manage adoption off-site and virtual events, and other events as assigned.
- Be a role model for ASAP's Organizational Culture Agreement. Establish ongoing positive, meaningful relationships with all staff and volunteers, both in the shelter and off-site, encouraging collaboration, and continued connection and commitment to ASAP.
- Work with volunteer leadership (ASAP Program Directors) to educate the community about their programs and to identify/develop community resources for their program areas.

FOSTER PROGRAM MANAGEMENT:

- Ensure that all cats and kittens in need of foster homes are placed appropriately and in a timely manner.
- Ensure that cat locations are tracked accurately and transparently, where the information is clear and accessible to others.



ASAP Position Description

- Recruit, train, and maintain a robust group of foster volunteers to provide foster homes and care for ASAP cats: healthy adult short term, medical or behavior fosters, senior/hospice fosters, kitten and or neonatal fosters, queens with litters, etc.
- Create training modules, materials and SOPs for foster volunteers, including for specialized fostering areas.
- Regularly communicate, establishing a process to do so if needed, with the Operations Supervisor, Veterinary staff, Behavior, Retention, and other key volunteers to identify and promote cats that would benefit from foster placement and to gain familiarity with their individual needs and readiness for adoption.
- Collaborate with the Veterinary, Foster, Retention and other program directors ensure regular written and verbal communication with foster volunteers to monitor health and behavior status of cats/kittens in foster homes, schedule timely appointments for vaccination, treatment, and surgery.
- Work with staff and program directors to respond to and resolve any issues with cats in foster homes.
- Working in collaboration with retention, behavior, and other program directors obtain photos and personality profiles from foster homes of cats and kittens ready for adoption ensuring matchmaking/adoptions teams have adequate information to update on-line Petfinder profiles and to find adopters who are a good fit.
- Develop protocols for cats being sent to foster that can be utilized by shelter volunteers in preparation for moving them offsite, including who/authorization to release cat to specific person(s), that cat care is completed before the cat leaves the shelter (nail trims, vaccinations up-to-date, etc.), supplies (medical, food, litter, etc.), and all pertinent information is ready for the foster.
- Manage and communicate inventory needs to the inventory volunteer. Track item usage and availability. Project needed inventory throughout the year, and monitor for budgeting purposes. Working with the Shelter Operations Supervisor, monitor and ensure adequate budget is available for items.
- Oversee key volunteers and develop teams for a Foster Mentoring Program and volunteer run Kitten Vaccination Stations during kitten season, collaborating with the Wellness team as needed. Serve as a resource for after-hours medical emergencies.

VOLUNTEER MANAGEMENT:

- Recruit and respond to all volunteer applications/inquiries in a timely manner.
- Assist in developing, and in compliance with already approved policies and procedures, maintain and review volunteer protocols and training to ensure excellent, sanitary, and safe cat care at the shelter.
- Manage the schedule for a wide range of volunteer opportunities. Create and keep an up-to-date volunteer schedule that ensures adequate coverage for shelter tasks, accommodating population ebbs and flows, and ensuring that remote or non-animal care volunteer positions are staffed appropriately.
- Actively support volunteer development and retention. Create ongoing opportunities for volunteer connection, appreciation, and recognition for volunteers at ASAP and in remote locations.



ASAP Position Description

- Monitor volunteer performance and develop a training plan and schedule to provide opportunities for ongoing training/retraining as needed.
- Provide regular communication with ASAP volunteers.

COMMUNITY OUTREACH:

- Collaborate with staff and volunteer leadership to promote opportunities to work with ASAP and to broaden ASAP's audience, support and impact.
- Work with staff and volunteer leadership to promote adoptions, and provide community education and outreach.
- Collaborate with the Shelter Operations Supervisor and volunteer leadership to establish an adoption event calendar (short and long term), detail event needs, (ensure adequate event support, including site set-up and break-down, matchmakers, and adoption counselors), promote and coordinate events, and track and report event outcomes Assist on other events as assigned.

OTHER RESPONSIBILITIES:

- Willing to be trained to perform basic medical procedures on cats, including providing vaccinations, medications, injections, etc., and to train volunteers on such procedures.
- Provide real time triage, problem solving, and conflict resolution as needed.
- Assist in the ongoing development to support utilizing technology to transition program services into efficient on-line processes.
- Maintain professionalism, a positive attitude with a focus on solutions, and a high level of customer service in all interactions.
- Possess a self-motivated work ethic that promotes continual growth of program and process improvement.
- Creatively collaborate in the development of volunteer engagement strategies to support organizational and program specific needs.
- Perform other duties as assigned.

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

- Work environment includes constant exposure to felines and other animal allergens.
- Lift and move objects and animals weighing up to 25 pounds for short distances and to humanely restrain animals when necessary.
- Push/pull moderately heavy objects up to 25 pounds.
- Drive a vehicle.

EDUCATIONAL REQUIREMENTS: Four year Bachelor's degree is preferred. Qualifying work experience will be considered as an alternative. Bilingual (Spanish) preferred, but not required.

EXPERIENCE, ABILITIES AND QUALITIES REQUIRED:

- One or more years of humane animal handling experience in an animal shelter or veterinary setting.
- Knowledge of feline specific care including health, behavior, and handling, and a passion to learn more.



ASAP Position Description

- Knowledge of and experience providing neonatal kitten care and troubleshooting
- Project development and management experience.
- Problem solving, troubleshooting, and dispute resolution skills and experience.
- A genuine enjoyment of interacting with and educating people.
- Ability to exercise tact and independent judgement; experience in assessing people's strengths and weaknesses.
- Attention to detail, strong work ethic, and the ability to thrive in a busy work environment.
- Works well independently, and enjoys working as a member of a team.
- Previous volunteer and/or foster management experience.
- Familiar with Google Sheets, Volgistics, PetPoint and/or ShelterLuv, Maddie's Pet Assistant, PetFinder, Accuity.

HOURS: *FLSA STATUS:* NON-EXEMPT POSITION, full-time, 30 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. May include weekends, night, and holidays. Regular predictable attendance is required.

SALARY: RANGE: \$20 -\$22.50 per hour, DOE, plus benefits.

TO APPLY: A cover letter and resume are **required** to be submitted for consideration for this position. Please apply via email to employment@asapcats.org