



Winnipeg Humane Society –Job Posting #2024-03-03

Date: April 29, 2024
Position Title: Foster Facilitator, Part Time
Department: Volunteer & Foster
Reports to: Manager, Volunteer & Foster
Classification: Union
Rate: \$17.06 – \$22.12/hour
Hours: 12 hours/week; Wednesdays 3:30pm – 7:30pm, Saturday 10am – 2pm and Sunday 10am – 2pm.
Days/Times of shifts may vary/change

Start Date: ASAP

Closing Date for Applicants: Open until filled.

Purpose:

Responsible for providing excellent service to carry out foster volunteer-animal appointments. Perform volunteer foster-animal recruitment matches, schedule appointments, and follow-ups to determine the health-wellness of foster animals and provides support to the foster volunteer.

Position Summary:

The Foster Facilitator establishes relationships, communicates, and engages with foster volunteers to ensure a positive animal-foster volunteer experience. Regular, daily involvement with other WHS departmental staff, volunteers, vendors, and community partners.

Who we are:

- One of the oldest, largest, and most recognized registered Non-Profit charities in Manitoba funded primarily by donations and events.
- An innovative community service organization committed to protecting animals from suffering, and to promoting their welfare and dignity.
- A team of generous partners, donors, hardworking volunteers and committed staff united in the belief that every animal deserves dignity and love.
- Always growing, changing, and adapting to meet the expectations of the community and the needs of Winnipeg's animal population.

Duties and Responsibilities:

1. Develop and maintain positive working relationships with foster volunteers.
2. Communicate with the Volunteer team on foster volunteer statuses.
3. Provide excellent service to foster volunteers through appointments (pick up, returns, clinic, and vaccinations) and through all communications including telephone and email.
4. Organize and return supplies for foster volunteers and account for equipment loaned.
5. Provide foster volunteer follow-up calls to schedule any health exams, vaccination, and spay/neuter surgeries as required.
6. Schedule pick-up and return appointments for foster animals.
7. Maintain foster supplies in an organized manner.
8. Offer support to foster volunteers, and answer inquiries by phone, email, and in person.
9. Assist the team with foster volunteer appreciation events and recognition programs.
10. Support the Animal Intake team with daily clean-up tasks.
11. Communicate with internal and external contacts via bulletins, virtual meetings, telephone, and email correspondence.
12. Participate and contribute to team meetings.
13. Maintain data entry, volunteer foster files and foster animal notes in the database.
14. Help as needed in all areas of administration, including answering phone, responding to emails, and triaging requests for information.
15. Other tasks as reasonably assigned.

Standards of Performance:

1. Keeping the mission of the Winnipeg Humane Society in the forefront when performing job duties, as well as when representing the Winnipeg Humane Society both inside and outside of the shelter environment.
2. High standards of customer service.
3. Communicate effectively with all departments, volunteers, and customers.
4. Confidentiality is maintained on all matters pertaining to the WHS.
5. Exemplary level of care provided to all animals in accordance with The Winnipeg Humane Society's mission, policies, and practices.
6. Reliability and diligence in position.

Accountability:

Directly accountable to the Manager, Volunteer & Foster and maintain confidentiality on all matters pertaining to the Winnipeg Humane Society.

Authority:

Authority to perform all assigned duties and responsibilities within established policies and procedures.

Interpersonal Relationships:

- Regular, daily involvement with other WHS departments, volunteers, and customers.

Abilities, Skills & Knowledge:

- Basic knowledge of animal care, animal behavior, and health issues.
- Excellent attention to detail and accuracy when completing all tasks.
- Excellent problem-solving skills.
- Excellent oral and written communication skills.
- Good computer literacy in MS Office 365 (Word, Excel, Outlook).
- Exemplary customer service skills.
- Ability to handle sometimes large, unruly dogs or fractious cats.
- Good time management and organizational skills.
- Must be able to work independently and as a team.
- Ability to work under minimal supervision

Education, Training & Experience:

1. High School Diploma or Equivalent.
2. More than 6 months and less than or including 12 months experience required.

The following qualifications are desired and would be considered assets:

- Experience working with volunteers.
- Experience working with a non-profit.
- Any previous animal health care experience.
- Fear free certification.

Exemplifies Winnipeg Humane Society's Core Values:

- We let empathy guide our commitment to animal welfare and approach to all individual beings, people, and animals alike.
- We value and accept each other.
- We are committed as an organization to lead with integrity and accountability.
- We are guided by innovation and remain open to change.
- We foster an inclusive, purposeful, and safe communication space.

Participates in creating a thriving Culture of Philanthropy at Winnipeg Humane Society by:

- Being knowledgeable and supportive of WHS programs
- Sharing their passion for service to animals, people, and our community with our guests.
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service.
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on Winnipeg Humane Society.

Forward your resume and cover letter to:
Attention: Carolina Ximena Vasilica, Manager, Volunteer & Foster

CarolinaX@winnipeghumanesociety.ca

Please quote the job posting number in your email or cover letter subject line.

The WHS is committed to providing accessible employment, and ensuring that our recruitment, assessment, and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs.

NO PHONE CALLS PLEASE

We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit <https://winnipeghumanesociety.ca/about-us/careers/>