



***Pet Network Humane Society
Position Description***

Position Title: Volunteer & Foster Manager (VFM) **Status:** Exempt **Date:** June 2025

Primary Purpose: The Volunteer and Foster Manager oversees the day-to-day operations of Pet Network Humane Society's (PNHS) Volunteer and Foster Programs. This hands-on role is responsible for recruiting, training, relationship building, and overall engagement of volunteers and foster families, ensuring alignment with PNHS's mission and enhancing shelter operations, programs, and events.

Reports to: Director of Operations (DO)

Essential Duties/Responsibilities:

1. In partnership with the Director of Operations (DO), oversee the development, implementation, and periodic revision of all volunteer and foster program materials, including manuals, training, questionnaires, waivers, scheduling, policies, and SOPs to ensure alignment with organizational goals and industry standards.
2. Strategically define and refine volunteer roles across departments in coordination with leadership to support shelter operations.
3. Research, implement, and maintain best practices in volunteer and foster management aligned with national animal welfare standards.
4. Lead the evaluation of individual volunteer and foster satisfaction through structured feedback methods including surveys, town halls, and one-on-one conversations conducted at least semi-annually or as needed to address concerns and strengthen program engagement proactively.
5. Design and implement a structured re-engagement strategy that includes scheduled touchpoints for onboarding, retention, and reactivating new, inactive, and recurring volunteers and fosters, ensuring consistent relationship management and long-term program sustainability.
6. Develop and manage a "Volunteer Mentorship" program to support new volunteers with guidance from experienced participants. This includes creating "ambassador volunteers" who can attend tabling events without staff present.
7. This position is responsible for performing all tasks listed in the Volunteer and Foster Care Coordinator job description to maintain day-to-day operations and functions of the volunteer and foster program.
8. Partner with the Behavior and Enrichment Coordinator (BEC) to develop new opportunities for volunteers, fosters and the public on animal behavior, safety, reducing stress, connection, etc. This can include helping to oversee the logistics and development of a public canine training program.
9. Oversee the accuracy, organization, and continual improvement of volunteer and foster records including liability waivers and emergency contacts within Shelterluv and associated volunteer management systems, ensuring data integrity and compliance with organizational protocols
10. Lead the planning, execution, and fiscal management of semi-annual volunteer appreciation events, ensuring alignment with budgetary guidelines while maximizing impact and engagement.
11. Oversee the production and distribution of the monthly volunteer e-newsletter, ensuring content aligns with organizational priorities and effectively engages current and prospective volunteers and fosters. This is in partnership with the BEC.
12. Collaborate with the Integrated Community and Social Media Assistant to develop targeted messaging and compelling content for social media platforms and community events that promote volunteer and foster recruitment.
13. Contribute content to PNHS marketing efforts to promote volunteer and foster recruitment, including participation in marketing and event planning meetings.
14. Participate in weekly population rounds to identify animals eligible for foster placement, coordinate appropriate foster matches, and serve as a communication bridge by relaying foster feedback to staff to support adoption pathways. Provide insight on volunteer assignments and color coding based on training levels to ensure safe and effective animal handling.
15. Collaborate with the Director of Operations to assess and forecast the future budgetary, staffing, and resource needs of the volunteer and foster programs; contribute to goal-setting and long-term planning to ensure sustainable growth and alignment with organizational priorities
16. Provide monthly reports and data analysis to the Director of Operations using Volunteer and Foster software. Track key performance indicators, outcomes, and program growth
17. Lead one weekly staff "morning huddle" and attend all "morning huddles" during the work week to communicate program daily updates and needs.
18. Present a monthly report of volunteer and foster program stats, overview and any updates during the PNHS monthly Staff Meeting.
19. Serve as the primary point of contact for program-related questions, concerns, and conflict resolution, escalating issues to the Director as needed.

20. Expand the Mountain Buddies program through increased participation by volunteers, fosters, and members of the public.
21. Build and form new relationships with local schools, civic groups, businesses and organizations including other non-profits (IMS Exploratory, SOS outreach, Boys and Girls Club, etc) to promote volunteer opportunities and engagement.
22. Expand and develop our internship program
23. Ensure that foster animals receive all the necessary medical treatments by coordinating vet appointments as needed. This includes maintaining vaccines, medication, food and flea/tick prevention while in foster. Continue to monitor the health and behavior of animals in foster care and provide appropriate intervention when needed.
24. Represent PNHS at community and adoption events to recruit volunteers and fosters.
25. Participate and document shelter emergency planning, preparedness, and disaster response efforts as they relate to foster and volunteer coordination.
26. Maintain a clean, organized, and safe working environment and enforce all PNHS safety protocols.
27. Uphold the PNHS standard of professionalism and positive public image in all interactions.
28. Attend staff meetings and ongoing educational opportunities as directed.
29. Maintain confidentiality with regard to sensitive organizational and personnel information.
30. When DO, Animal Care or Client Service Supervisors are off-site, be the point of contact for any emergencies and perform opening/closing duties.
31. Perform additional duties as assigned by the Director of Operations and Executive Director.

Working Conditions:

The Volunteer & Foster Coordinator has an open floor plan office space that is shared with other staff. Although most work takes place primarily indoors, there will be some work outdoors with animals including some volunteer training. Work may also be conducted at alternative venues and/or in the community as assigned by the DO. Vehicle(s) for this job include personal vehicle or use of a shelter vehicle, as needed. Potential for exposure to environmental factors such as temperature variations, high noise levels, animal diseases and waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Equipment Use: Use of basic office equipment, training equipment will include common items used for animal care, such as harnesses, collars, etc. There may be other equipment used for events, such as tents, audio equipment, hand carts, etc. This position will be assigned a monthly cell phone allowance while using your personal device for work-related communication.

Work Hours: This is a full time salaried position with a schedule of Tuesday-Saturday providing evening volunteer training and foster pick-ups. Flexibility is required as the schedule is subject to change to provide coverage at events and other venues and/or to allow supervision of volunteers when necessary.

Mental Demands:

Must have the ability to multitask, meet deadlines and perform under pressure. Exemplary communication and people skills are a must. This position requires working independently while functioning in a team environment. Position requires excellent organizational skills, a high level of accuracy and attention to detail. Able to use sound judgment when dealing with confidential information. Able to multitask and prioritize job duties in a busy and constantly changing work environment. Comfort level with ambiguity and working with the public; answering questions, responding to inquiries, recruitment, tabling events, and networking are a must.

Physical Demands:

Must be able to work indoors/outdoors and be on your feet for extended periods of time. Position requires both desk & computer work. Animal handling required; must be able to safely handle and control domesticated animals (dogs and cats). Some lifting may be required; should be able to lift and carry up to 50 lbs.

Minimum Requirements:

- Minimum high school graduate or equivalent.
- Two years of management experience, preferred in animal welfare
- Should possess excellent interpersonal and communication skills. Able to read, write and speak clearly in English so that written and verbal instructions can be followed.
- Confident computer skills and experience with MS Office, Excel, and Google Office, databases and social media.



- Strong attention to detail with a high degree of accuracy and organization.
- Goal-oriented self-starter. Must be willing to work both independently and as a team.
- Must be able to meet deadlines.
- Maintains a professional presence and exercises sound judgment, particularly when handling sensitive or confidential information
- Valid driver's license with a clean driving record or access to reliable transportation.

General Qualifications:

- Must have a passion for animals and support the mission of the Pet Network Humane Society.
- Must treat animals humanely, with love and concern both on and off the job and transmit these values to others. Must adhere to all local laws regarding personally owned animals.
- General knowledge of pet behavior and care. Ability to work with animals in a safe and responsible manner.
- Positive attitude is a must!

Additional Qualifications that would benefit this position:

- Previous experience in volunteer management, community outreach and/or education.
- Previous experience in non-profit work and/or animal welfare or related field.
- Previous experience in graphic design or social media.

Employee Printed Name: _____

Employee Signature _____

Date: _____