



Job Description

The position provides necessary support for the maintenance and expansion of the Foster and Temporary Care Programs, which are rapidly growing.

The Programs Support Assistant will perform duties independently with minimal supervision, operating from specific and defined directions and instructions, all while advocating for the Lost Our Home Pet Rescue vision and mission of helping people and saving pets.

OVERVIEW:

- Cover for Foster and Temporary Care Coordinators on “off” days
- Provide excellent customer service to potential fosters and tcp clients
- Return phone calls from clients and people who need to be directed to the web page for the application and answer questions related to TCP
- Foster/TCP - coordinate owner visits with foster family
- Check on pets in foster so an update can be given to the owners. Request and pass on photos, videos, etc. to owners from foster
- Contact owners when a pet goes to foster, comes back from foster
- Knowledge of criteria for intakes. View Temporary Care applications on TCP Coordinators days off to ascertain if any are emergency intakes while prioritizing the applications
- Transport animals to other facilities
- Match foster families with appropriate foster animals based on their skills and situation
- Communicate with Coordinators about animals who are eligible for foster placement or are currently in foster care
- Communicate with foster care providers about animals in their care, including medication and treatment reminders, check-ins on the animal(s), and any needed refills on food/supplies
- Use the shelter’s animal inventory software to enter information on foster animals including foster profiles, photos, and bios
- Have a working knowledge of commonly-asked questions and answers about the foster program

Proficiencies:

- Ability to communicate and interact with the public, volunteers, and other staff in a positive and open manner.
- Ability to multitask, work under pressure, and maintain a professional appearance and demeanor within LOH and the general public.
- Confidence and ability to work with canines and felines of varying sizes, weights, and temperaments.
- Knowledgeable of animal posture, behaviors, and behavior modifications.
- Performing wellness/physical exams.

- Performing proper and humane restraint on a dog or cat.
- Properly prepare and administer vaccines and dewormer.
- Properly collect blood and perform SNAP Parvo and Feline Combo tests.
- Properly scan for a microchip and aseptically insert a microchip if needed.

Primary Tasks—Daily

- Monitor email
- Filter through and respond to foster applications using shelter software
- Respond to Temporary Care inquiries/applications
- Post on the Foster Team Page

Primary Tasks—Weekly

- Perform weekly check-ins with TCP clients - keep track of client check-ins including documentation and reaching out to those who are not checking in as they are supposed to.
- Perform weekly check-ins with fosters
- Conduct Temporary Care intakes

Primary Tasks—As Needed

- Prep for foster pickup (including gathering all necessary supplies)
- Prep for TCP owner pickup (including gathering all necessary supplies)
- Prep for intake/foster drop-off (making sure a place is secured)

Job Type: Part-time

Pay: From \$12.50 per hour