



Ottawa Humane Society Job Description

Job Title:	Supervisor: Foster
Reports to:	Senior Manager: Operations

JOB PURPOSE

Supervisor: Foster has supervisory responsibility for the day to day operations of the OHS foster program, including to schedule and supervise foster department staff, and train, support and recognize foster volunteers to ensure the safe and efficient operation of the foster program

DUTIES AND RESPONSIBILITIES

- Oversee the daily foster program operations
- Develop, oversee and provide case consultation to other staff and managers for foster animals
- Administer prescribed treatments and other medical and diagnostic interventions
- Assist veterinarians and veterinary technicians as required
- Track and ensure closure on all OHS foster files
- Research, develop, implement and supervise programs and strategies to maximize foster operations
- Provide consultation services for line and management staff as well as community partners and the general public regarding foster operations
- Develop and deliver internal and external workshops and other volunteer training documents
- Support foster volunteer recognition and retention programs and activities
- Maintain a comprehensive knowledge of issues relating to animal health and welfare and community needs
- Assist with preparation of the foster program budget in accordance with annual plan and assist with preparation of projections as required
- Perform daily updates and biweekly preparation of timesheets and payroll records for departmental staff for timely submission
- Supervise, schedule, and coordinate foster department staff, volunteers, and work placements
- Assist the Senior Manager: Operations in the recruitment and selection of foster staff
- Provide initial and ongoing orientation and training for foster staff, volunteers, and work placements
- Monitor performance and provide ongoing feedback to foster staff, volunteers, and work placements
- Prepare and deliver annual performance appraisals in conjunction with Senior Manager: Operations
- Ensure accuracy of data entered into Chameleon, HRIS, and other departmental files
- Monitor, stock, and order supplies in line with department budget
- Maintain relationships with OHS partners, clients, and stakeholders

- Be thoroughly familiar with, and ensure adherence to, pertinent legislation, regulations, guidelines, OHS policies, procedures, collective agreement, and good animal care practices
- Produce and maintain accurate reports and records
- Contribute to the development and update of SOPs
- Participate in supervision, evaluation, training, and other meetings as required
- Participate in the identification and evaluation of OHS program goals and objectives, including volunteer stewardship and recognition
- Demonstrated commitment to, and ongoing participation in, professional development opportunities
- Participate in public relations and promotional activities as required

QUALIFICATIONS


- Minimum of 2 years' experience in a supervisory role
- Minimum of 2 years' clinical experience
- A diploma or certificate in animal care, or demonstrated professional experience
- Demonstrated excellent customer service, crisis management and conflict resolution skills
- A Veterinary Technician diploma from a recognized college, with registration with the Ontario Association of Veterinary Technicians is an asset
- Experience working closely with, and managing, volunteers is an asset
- Proficiency in Microsoft Office Suite
- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is preferred

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee will be required to work evening, holiday and weekend shifts
- Employment is conditional upon the ability to provide services in a safe manner, including, but not limited to, lifts and transfers of large animals and interaction with potentially aggressive animals
- Employee will be required to wear a uniform designated by the employer
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

DIRECT REPORTS

- Customer Service Representative: Foster

Approved by:	
Date approved:	June 2021
Last reviewed:	