



Stafford Animal Shelter

Job Description: Community Outreach Coordinator

Reports to: Executive Director

Hours: Non-Exempt, Hourly

Essential Duties and Primary Job Purpose:

The Community Outreach Coordinator (COC) is responsible for facilitating Stafford Animal Shelter's Outreach programming. This includes the Volunteer & Foster Program, Pet Food Assistance Program, Veterinary Assistance Program, and general Outreach response. Managing a vibrant Volunteer & Foster Program that expands the shelter's capacity to meet the needs of the community is a vital part of this position. This position promotes positive communication of SAS's vision, mission, programs, and Outreach efforts internally and externally by engaging volunteers and cultivating individuals, businesses, and organizations. The Coordinator represents SAS in a professional manner and supports the mission of SAS.

Representative Tasks & Major Responsibilities:

Foster/Volunteer Program:

1. Working with the DOO, create, maintain, and update volunteer and foster manual, training materials, volunteer and foster applications, scheduling and policies and procedures as needed.
2. Screen volunteer applicants, provide orientations, training, and assignments in a timely manner. Also, develop a "volunteer mentorship" program to further enhance training of new volunteers by more seasoned volunteers. Coordinate training with appropriate directors/managers as needed.
3. With input from relevant directors, create and maintain volunteer job descriptions across the shelter.
4. Monitor volunteer satisfaction and performance through regular communications. Conduct regular evaluations of volunteer program with staff and volunteers.
5. Maintain volunteer and foster databases and ensure that active volunteers have signed liability releases and emergency contact forms on file. Maintain accurate foster records.
6. Create and implement Volunteer Recognition Program including annual "Volunteer/Foster Appreciation" event.
7. Assist with volunteer engagement through social media, events, and volunteer spotlights for e-newsletter.
8. Work with the marketing team to recruit new volunteers, engage corporate volunteer groups, interns, students, and our retired community.
9. Develop a Pet Network foster program using industry best practices and protocols employed by other foster programs across the country.
10. Recruit, screen, and train potential foster parents and families. Also, provide ongoing training for fosters regarding shelter programs and procedures that impact the foster program.
11. Coordinate initial stages of foster program, identifying and prioritizing animals in need of foster care and matching foster candidates with available families. Work with the appropriate SAS staff to authorize decisions regarding foster animal care, placement, and disposition.
12. Collaborate with foster families to maximize adoptability and promote adoptions from foster home.
13. Develop and maintain standardized foster care materials and procedures including the smooth transition of foster animals to and from the shelter.
14. Proper documentation of foster experience in database.
15. Ensure that foster animals receive all the necessary medical treatments by coordinating with vet assistant as needed. Continue to monitor health and behavior of animals in foster care and provide appropriate intervention when needed.
16. Communicate with volunteers, fosters, SAS staff, and management regarding any questions, problems, needs or issues that arise. Work with relevant directors and managers to resolve any violations or concerns.
17. Provide monthly reports to ED/DO as well as specialized reports as needed.
18. Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
19. Help promote fundraising activities and solicit support of agency overall.
20. Maintain and promote a positive public image standard relevant to SAS.
21. Participate in disaster preparedness and response activities for the shelter and community as it pertains to pet animal-related needs.
22. Attend and participate in departmental and shelter meetings. Attend educational training as recommended/approved.

23. Maintain confidentiality regarding sensitive matters related to SAS.

Administrative:

1. Execute daily tasks such as email, telephone response, and statistics for all Volunteer/Foster & Outreach work
2. Maintain appropriate Community Outreach data. Activities include: maintaining accurate list of Outreach recipients, monitor data to identify Outreach priorities, create reports and share program data with relevant departments and organizations, work in cooperation with SAS Executive Director and Director of Administration to collect data and needed information for grant purposes.
3. Back-up for Front Office staff including covering lunches, surrender and adoption appointments, and phone backup as needed.
4. Acts as a liaison and advocate to review client needs and provide effective support and resources for people and their pets.

Community Outreach:

1. Attending events and interacting with the general public to promote SAS mission and cause
2. Promote a better understanding of the SAS to surrounding communities to foster relationships and increase volunteer engagement.
3. Cultivate and maintain relationships with other volunteer organizations within the SAS service area and at the regional and state level.
4. Identify potential community partners through attending community meetings and events to develop relationships for expanding community engagement and impact
5. Communicate with community partners to provide regular updates on SAS programs, adoptions, and all event opportunities; distribute SAS materials and volunteer opportunities.
6. Represent the SAS through presentations, shelter tours and other outreach activities.
7. Developing and overseeing the Humane Education Program, including visiting schools/groups/etc. to provide humane education programs.
8. Scheduling and coordinating facility tours.
9. Facilitating and maintaining relationships with off-site adoption partners.
10. Mentor and support local elementary, high school, and college students interested in fulfilling projects by working with SAS.
11. Distribute flyers to promote events, fundraisers, and adoption promotions, and participate in media interviews as needed.
12. Maintain stock for and perform duties of the Pet Food & Vet Assistance Program. Activities include: Actively engage businesses and individuals in pet food drives, maintain organized database of pet food recipients and distribution of pet food. Evaluate need for Vet Assistance and work with Director of Administration to distribute funds.
13. Communicate professionally and effectively with colleagues about Outreach activities. Please note: All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Qualification Requirements: *(To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)

1. Commitment to the mission, policies, and goals of SAS.
2. Demonstrated problem solving skills effective in identifying the *problem*, proposing solutions and implementing the solution.
3. Experience in the conflict resolution, public speaking and community outreach.
4. Proven ability to assess organizational needs and address those needs by developing or modifying programs within budgetary constraints.
5. Demonstrated experience managing a team toward achievement of goals.
6. Excellent written and verbal communication skills, including personnel interviewing and mediation, and public speaking.

Special Machines, Tools, and Equipment Used: Computers, standard office equipment, and shelter vehicles. Animal handling and care equipment such as catch poles, nets, pressure cleaning system and humane traps. Power washer and various approved sanitizing products.

Job Demands:

- Working alone or with minimal supervision, must be self-motivated.
- Management-level job experience.
- Working under pressure with a public audience.
- Patience and tact when working with difficult, emotional, or angry people.
- The ability to create detailed, accurate written materials.

- Alertness and great attention to detail with animal handling and human relations.
- Speaking and writing effectively and clearly in a professional manner individually and to groups.
- Computer proficiency and word processing, spreadsheets, email, and shelter database software.
- Ability to assess operational needs and assign and supervise staff to meet those needs.
- Handling people and animals in a pleasant, courteous and professional manner.

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

Signature: _____

Date: _____

Employment Disclaimer: This job description is not a contract – management reserves the right to change its content at any time. This organization does not discriminate on the basis of race, color, religion national origin, ancestry, sex, age disability or status as a disabled veteran. This organization is an Equal Opportunity Employer.