



Foster & Adoption Coordinator – Job Description

Job Title: Foster & Adoption Coordinator

Reports to: Clinic Office Manager

Job Type: Full-time (32 hours/week), non-exempt

Location: The Feline Fix facility in Commerce City, Colorado

Schedule: Wednesday – Saturday, 8:00 am – 4:00 pm

Salary Range: \$20-22 per hour, DOE

Benefits: Health, dental, and vision insurance, life/AD&D insurance, 401(k), paid time off (vacation/sick days on an accrual basis plus additional paid holidays), discounts on veterinary care, and the chance to work with an amazing team of individuals who give their all to make a difference every day!

General Position Description:

The Feline Fix promotes the health and welfare of underserved cats by providing affordable veterinary care and spay/neuter services and supporting community cat caregivers including those conducting trap-neuter-return. The Feline Fix is committed to education and outreach that advances the quality of life for feral and owned cats and pursues collaborative efforts to address issues related to the vulnerable cat population. The Feline Fix also operates a foster and adoption program focused on rescuing, socializing, and finding adoptive homes for young feral and free-roaming kittens.

The Foster & Adoption Coordinator oversees all aspects of The Feline Fix's kitten foster, socialization, and adoption program including intake, coordination of medical care, adoption, and outcomes of all kittens and cats under the care of The Feline Fix. This role will also recruit, onboard, and oversee all volunteers that support the foster/adoption program and other volunteers involved in the clinic or administrative operations, including foster caretakers, foster administrative volunteers, adoption counselors, and clinic and customer service volunteers.

The Foster & Adoption Coordinator will be responsible for the organization's compliance with PACFA regulations and the maintenance of its annual PACFA license renewal qualifications and policies related to compliance as required by the Colorado Department of Agriculture.

This position, in cooperation with other staff, is required to manage and participate in scheduled, rotating shifts during off hours acting as an emergency contact for foster parents who may potentially experience foster animal distress while the clinic is closed. Additionally, the Foster & Adoption Coordinator is responsible for answering customer service calls, scheduling appointments, and other duties as assigned to facilitate the effective and efficient operations of the clinic.

The Foster & Adoption Coordinator will be an active and enthusiastic member of The Feline Fix's team of staff, board members, volunteers, and community organizations working towards the common goal of controlling the feral population of felines in the Denver and surrounding areas and improving the access of medical care to feral and owned cats in our community.

This position will support the organization's initiatives to advance its goals. The ideal candidate will dedicate their professional attitude toward the relief of suffering for all cats. This will require acknowledgement of the occasional medical necessity to humanely terminate feline fetuses during the spay process or medically compromised cats and kittens within our care. Any candidate struggling with this aspect of the organization's initiatives should reconsider applying for this position.

The Foster & Adoption Coordinator will act as a public representative of the organization at all times and will adhere to **The Feline Fix's mission: "To champion the welfare of all cats, especially the most vulnerable."**



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Principal Duties and Responsibilities:

Foster/Adoption Program:

- Recruit, train, mentor, and support foster caretakers and foster program, clinic, and administrative volunteers.
- In conjunction with the Executive Director and external legal resources, actively seek to update and maintain legally compliant contractual documents with foster caretakers and adopters. Develop and maintain foster care volunteer protocols in compliance with PACFA regulations as required for annual PACFA recertification.
- Perform initial and annual foster home inspections, per PACFA guidelines. Educate foster caretakers as to their responsibilities under PACFA, Department of Agriculture, and The Feline Fix internal requirements for the care of foster animals in their home.
- Develop, document, and ensure compliance with Foster program Emergency Contingency plan, Behavior Enrichment requirements, and Disease Containment plans as required by PACFA. Continually educate self and train other staff on changes to regulations and requirements under the applicable statutes.
- Attend applicable PACFA and other relevant training and community animal welfare organization meetings to continuously gain knowledge, experience, and networking opportunities.
- Ensure adherence to all policies, procedures, and protocols associated with foster and adoption and clinic activities and modify or create new policies and procedures as needed.
- Initiate and encourage frequent communication with foster caretakers, troubleshoot volunteer questions, and work closely with The Feline Fix staff to ensure foster animal health throughout socialization and early development process. Actively work to improve convenience of compliance for foster caretakers through process improvement and design.
- Coordinate with clinic medical staff regarding the medical care of all kittens and cats in the foster program, including scheduling vaccine, spay/neuter surgery appointments, and potential disease diagnosis, treatment, and relevant contagion mitigation protocols amongst foster population, both in clinic and in foster homes.
- Work with veterinary staff to develop educational tools for foster caretakers, adopters, and the general public for the purpose of advancing education about feline behavior, health, and welfare.
- Facilitate relationships with local shelter/rescue partners and veterinary medical/behavior providers to coordinate foster kitten care, transfer opportunities, behavioral resources, etc. Work directly with transfer partners, members of the community, and foster caretakers to coordinate the intake of kittens into the foster program.
- Manage and update online profiles for adoptable kittens and prepare adoption announcements for social media channels. Intelligently analyze adoption applications to meet the needs of each kitten individually.
- Coordinate and execute offsite adoption events and kitten therapy and actively participate in applicable marketing and development events as assigned.
- Conduct onsite and online adoptions, reviewing adoption applications, providing timely communication to adoption applicants, scheduling adoption visits, communicating visitation and adoption circumstances with foster caretakers both pre- and post-adoption, and providing follow up communication regarding kitten status.
- Maintain foster kitten database (Shelterluv) to include accurate medical and adoption records by inputting accurate and timely documentation of foster placements, veterinary care, and periodic foster program reports. Prepare required annual statistical reports for PACFA certification.
- Administer on-call rotation shifts (after hours) to assist with urgent issues. Act as main point of contact for all foster concerns, delegating response actions to appropriate team member.



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- Clean the kitten room, kitten kennel, administrative offices, and ISO/Exam rooms when used for foster/adoption purposes. Follow appropriate disease control protocols to mitigate risk of communicable disease amongst foster population when onsite.
- Stock and maintain kitten supplies including litter, food, treats, toys, and other supplies, and update organization wish lists on relevant online commercial websites such as Chewy and Amazon.com.

Office/Clinic Administration and Support:

- Actively perform administrative functions including reception, check-in/out, answering phones, clinic scheduling, and responding to general inquiries.
- Cross train other staff on the policies and procedures related to the Kitten Program.
- In partnership with the Executive Director and the Director of Development & Marketing, assist with marketing/fundraising projects related to the achievement of the organization's mission and vision as assigned. Prepare and edit organizational promotional and educational materials related to the Kitten Program.
- Work with the Executive Director and fundraising team to support special events, marketing, and outreach needs as assigned.
- Complete rotating cleaning shift of the main common use areas as assigned.

Job Specifications:

Core Competencies:

- Commitment to the mission of The Feline Fix and able to work with and around animals, specifically cats.
- Ability to multi-task while paying attention to detail; focused yet flexible.
- Exceptional customer service and communication skills with internal (staff) and external (volunteers, collaborators, clients, donors, board members, etc.) constituents.
- Confident written and oral communicator comfortable presenting to diverse groups.
- Proficient with Microsoft Office Suite. Ability to operate within multiple databases simultaneously required.
- Motivated, self-starter able to take initiative and tolerate high levels of activity and ambiguity.
- Professional and polished, serving as a representative of The Feline Fix at all times.
- Willingness to learn medical protocols and comfort with performing kitten care procedures required.
- Knowledge of feral/community cat issues and familiarity with others in the animal welfare community preferred.

Education and Experience Requirements:

- At least 1 year working in a role related to foster/adoption, shelter intake, and/or veterinary care required.
- Prior administrative and/or nonprofit experience preferred.
- Experience working with or coordinating volunteers preferred.
- Experience working with foster programs and/or conducting adoptions preferred.
- Spanish bi-lingual abilities will command premium pay.

Licensure and Certification: N/A



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Additional Information:

Working Conditions:

- Must be able to manage the emotional aspect of end-of-life services and humane euthanasia, and support teammates during highly emotional situations.
- This position works with all members of a small, tight-knit staff.
- This position frequently lifts 15-20 pounds and occasionally lifts up to 40 pounds.
- Must have reliable mode of transportation and adequate automobile insurance coverage as required by law.

Work Schedule:

This is a full-time position that requires weekend work, occasional evenings, and pre-assigned off-hour emergency availability. This position requires work every Saturday (non-negotiable). The Foster & Adoption Coordinator is expected to be in the office during hours of operation.

This job description is not intended to be all-inclusive. The employee may be required to perform other related duties to meet the ongoing needs of the organization.

TO APPLY: Please email your resume and a customized cover letter to Careers@thefelinefix.org. Applications without a cover letter will not be considered.

Please use the subject line: "Foster & Adoption Coordinator" for your email.

Applications will be accepted until the position is filled.

No phone calls, please.

The Feline Fix provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, citizenship, marital status, parental status, disability, age, membership in any labor organization, political affiliation, creed, ancestry, gender, sexual orientation, gender identity or veteran status in accordance with applicable federal, state, and local laws. The Feline Fix complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.