



# RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

## **JOB DESCRIPTION**

<b>Post:</b>	Fostering Coordinator (FC)
<b>Employer:</b>	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
<b>Location:</b>	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
<b>Reports To:</b>	Animal Care Manager (ACM)
<b>Responsible For:</b>	N/A (in the absence of the ACM the post holder act as duty manager)

### **1. Overall Purpose of the Job**

Responsible for the development and implementation of a fostering network for domestic animals. The role involves the recruitment, support and retention of a team of volunteer foster carers and the development of the appropriate administrative processes and procedures to support the fostering team. Ensuring that all activities are carried out in accordance with RSPCA licensing conditions, relevant Health & Safety regulations and associated legal requirements.

The post holder will deputise for the animal care manager in their absence.

### **2. Dimensions**

Branch targets and budgets are agreed on an annual basis and these will inform the personal targets agreed at the annual performance review. Progress towards personal targets will be reviewed at regular one-to-one meetings with the line manager.

### **3. Principal Responsibilities**

#### *People Management*

- To manage the fostering team including recruitment, training and ongoing support, undertaking annual volunteer performance reviews and regular one-to-one meetings.
- To ensure the correct procedures are followed for intake, assessment, rehoming and euthanasia of animals in foster care.

### *General Animal Care*

- To ensure suitable foster accommodation is allocated for those animals that would most benefit from a fostering environment.
- To assist in the prevention of outbreaks of virus disease, by ensuring strict biosecurity measures are in place and vaccination protocols followed for all fostered animals.
- To liaise and co-operate with the attending Veterinary Surgeon in all matters affecting the health of the animals in foster care.
- To support the movement of long stay animals out of the centre and into foster care when that period has exceeded 3 months (post signover & available for rehoming).
- To ensure ongoing assessments and checks of fostered animals in respect of their health, welfare, general condition and suitability for rehoming are carried out.
- To assess the health of animals in foster care and arrange veterinary attention as appropriate.
- To conduct and participate in meetings with volunteers to review procedures, discuss workplace issues and share ideas to improve foster animal care.
- To meet with the Animal Care Manager and senior management to develop long-range programmes for foster care and regularly review policies and procedures.
- To maintain stock control of animal equipment, feeding and cleaning supplies for all animals in foster care.
- To order all food, cleaning supplies and equipment as may be required to support the fostering scheme, within budgetary limits imposed by the Animal Care Manager.

### *Receipt and Disposal of Animals*

- To ensure the correct procedures are followed for intake, assessment, rehoming and euthanasia (including carcas disposal) of animals in foster care.
- To supervise the on-going assessment and checks of animals in respect of their health, welfare, general condition and suitability for rehoming. To draw attention to animals not considered fully healthy and to arrange veterinary attention.

### *Animal Fostering*

- To manage the day-to-day development and implementation of a proactive animal fostering scheme and report on progress to the animal care manager and senior management.
- To facilitate the recruitment, training, development and support of foster carers, including the introduction of appropriate volunteer management tools.
- To maintain all necessary records for animals in foster care to monitor the health and wellbeing of animals throughout their time in foster care.
- To hold regular recruitment initiatives and take every opportunity to visit both foster carers and potential foster carers.
- To facilitate the transfer of animals to and from foster care.
- To ensure carers are aware of their responsibilities in respect of the veterinary care of fostered animals and notify the fostering coordinator of any animal health issues as soon as these become apparent

### *Administration & Record Keeping*

- To maintain all records that relate to the fostering scheme, including financial and accounting systems, registers and statistics as required by senior management, the Trustees and the Society

- To ensure the records of animals in foster care on the Animal Shelter Manager (ASM) system are correct and regularly updated.
- To ensure case animal records are maintained to the appropriate standard for animals in foster care.
- To undertake tasks which contribute to the promotion of animals for adoption and the recruitment of new foster carers on the Branch website or via social media.
- To ensure that all administrative paperwork, including external correspondence, related to the fostering scheme is processed in accordance with Branch and Society procedures, including but not limited, to animal care and training plans, animal care notes, vet treatment notes, rehoming information and notes for potential adopters, completion of all appropriate records for insurance and risk management purposes.
- To review, process and record invoices and all other documents received in connection with the operation of the fostering scheme referring these to the animal care manager as appropriate.

#### *Customer Care*

- To maintain a positive, customer focused, approach towards foster carers and their contribution towards the rehabilitation and rehoming of animals.
- To support the animal care support assistants (ACSA) in attending to the needs of foster carers whether face-to-face or via telephone/email.
- To liaise with colleagues in other departments, Trustees and volunteers.

#### *Public Relations*

- To promote public interest in the role of foster carer.
- To participate in fundraising or publicity events as the Branch may from time to time require, including TV and Radio work.
- To develop and maintain cooperative working relationships with other community agencies and organisations, that might generate potential foster carers.
- To work closely with other animal care staff to recruit, retain and develop volunteering roles at the centre and across the fostering network.
- To collaborate with the animal care manager, chief executive and Trustees in the production of newsletters and other publicity materials.
- To assist with the day-to-day use of Social Media to promote the work of the fostering team.

#### *Health & Safety*

- To oversee risk management for the fostering scheme ensuring that all animal care related risk assessments and audits are completed and regularly reviewed in accordance with relevant legislation and licensing requirements.
- To ensure that all Health and Safety procedures are observed and adhered to by foster carers, reporting any accidents or incidents promptly and correctly in accordance with Centre procedures and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and such other Health & Safety regulations as may apply.

While at work staff are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed.
- To cooperate with centre, branch and Society policies and procedures for health & safety

### *Security*

- To act as an emergency key holder and participate in the emergency on call rota for the centre as required.

### *Maintenance*

- To ensure that equipment provided for the fostering scheme is regularly maintained and serviced.

### *General*

- To attend meetings and training courses as required.
- To provide cover for the animal care manager during their absence.
- To undertake such other duties as directed from time to time by senior management.

## **4. Job Context**

- Work is assigned by the animal care manager.
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice.
- Work is assessed through regular one-to-one meetings and annual performance reviews with targets set by the animal care manager.
- The role is a managerial role with direct responsibility for the fostering team.

## **5. Additional Information**

- The postholder may be required to drive the centre vehicle on Branch business as directed by the animal care manager.
- The role will include regular weekend working and may, on occasion, involve some unsocial hours.

(n.b. this job description is a statement of the job as of September 2021. It should not be seen as precluding future changes that may be deemed necessary by senior management or the trustees)

# Person Specification

**Post:** Fostering Coordinator (FC)

<i>Requirements</i>	<i>Essential</i>	<i>Desirable</i>
<i>Education &amp; Training</i>	<p>GCSE in Maths &amp; English (or equivalent)</p> <p>NVQ Level 3 in Animal Care (or equivalent proven knowledge &amp; experience)</p>	<p>Qualification in volunteer management</p> <p>RSPCA Standard Procedures</p>
<i>Experience</i>	<p>Demonstrable experience in managing a wide range of people management issues</p> <p>Proven knowledge and experience of managing an animal care/animal welfare environment</p> <p>Proven ability to motivate and influence people</p>	<p>Previous experience in the charitable sector</p> <p>Experience of working with volunteers</p> <p>Experience of working with the general public and/or in a customer care environment</p> <p>Training, coaching &amp; mentoring skills</p> <p>Experience of managing small projects</p>
<i>Special Skills &amp; Knowledge</i>	<p>Good oral and written communication skills.</p> <p>Good interpersonal skills including the ability to communicate at all levels</p> <p>Proven IT literacy and social media skills</p> <p>Proven ability to work under direction from superiors but equally able to use their own initiative</p> <p>Proven ability to prioritise workload</p> <p>Demonstrable knowledge of health and safety regulations</p>	<p>Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice</p> <p>Knowledge of data protection requirements</p>

	<p>and ability to produce risk assessments and implement risk management solutions</p> <p>Proven ability to complete essential management paperwork and analyse data</p>	
Personality & Disposition	<p>Demonstrable willingness to learn and acquire new skills through training</p> <p>Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm</p> <p>A flexible and collaborative approach to colleagues both staff and volunteer</p> <p>Honest, trustworthy and reliable</p> <p>A proven leader with the ability to build a positive and cohesive team.</p> <p>A calm and friendly approach particularly when working under pressure</p>	
Special Circumstances	<p>Sympathy for animal welfare and the work of the RSPCA</p> <p>Full valid UK driving licence</p> <p>Willingness to work longer than the contracted hours when the job demands</p> <p>Ability to work shifts including regular weekend working</p>	<p>Willingness to drive the centre vehicle</p> <p>Ability to participate in an emergency on call rota and act as key holder should the need arise</p>