



Join the team!

Calgary Humane Society (CHS) is a dynamic, non-profit organization whose mission is:
Protect Animals. Support People. Create a More Humane World.

As an organization, we value Compassion, Commitment, Courage, and Collaboration and we take pride in fostering an open, inclusive, creative, and supportive environment.

If your beliefs and values align with ours, we welcome you to apply for any open positions we have on our team.

Position Title:

Foster Program Supervisor – Full Time

Tuesday to Saturday | 37.5 hours per week

Rotating shifts of 9AM-5PM & 11AM-7PM

Calgary Humane Society often receives animals that require just a little bit of extra care. Animals who are too young for adoption, ill, injured, or who require additional behaviour support, are sent to temporary foster homes to grow, recover, and learn. Foster homes are also needed for animals admitted under our emergency boarding and pet safekeeping programs.

Reporting to the Manager of Intake & Foster, the Foster Program Supervisor works alongside the Foster Program Facilitators by providing leadership and coaching, employee training, and exceptional customer service to our valued Foster Parents.

Duties:

Leadership:

- Set a positive example for other team members by maintaining a positive attitude, being an active participant in maintaining morale, and by completing all tasks to a high standard
- Assign duties to the Foster Program Facilitators as needed
- Follow and uphold shelter policies and protocols
- Provide feedback, support, and assistance with implementing initiatives and strategic goals as directed by Management and Directors
- Be active in resolving problem areas and report concerns to Manager
- Provide ongoing performance feedback to the Foster Facilitators
- Assume the responsibilities of the Manager of Intake & Foster in their absence, including but not limited to attending meetings, compiling statistics and reports, writing and reviewing standard operating procedures

Operational:

- Responsible for the recruitment, retention, and recognition of foster families
- Coordinate orientation and training for all foster families
- Ensure all animals requiring foster care are placed in a timely manner
- Provide day-to-day support to all active foster families in person, on-site, by phone, and e-mail
- Maintain records and administrative requirements of all animals and foster families in the Foster Program:
 - Electronic records, paper files, training records, foster animal paperwork, cage cards, collars, personality profiles, behaviour notes, etc.
 - Checking in with foster parents when needed and keeping a working inventory of all animals in foster homes
- Ensure privacy standards are upheld at all times
- Promote strong working relationships between staff and foster families
- Establish and provide effective means of communication for foster families
- Maintain the recognition program for foster parents and be active in the planning and execution of the annual Volunteer and Foster Parent Appreciation Party
- Coordinate daily maintenance and cleaning of the foster office and supply storage
- Practice, promote and encourage engagement and involvement with all foster volunteers and volunteers at CHS.
- Ensure effective communication between all departments
- Respond to public inquiries about the Foster Program
- Assist in other areas of the shelter when required, including the feeding, cleaning, and enrichment of shelter animals
- Other duties as assigned

Position Requirements:

- Minimum high school diploma or equivalent
- Minimum two years' experience in a formal supervisory/leadership role managing a team size of 3 individuals or more
- Professional or volunteer experience working with animals a definite asset
- Intermediate knowledge of Microsoft Office
- Ability to attend shifts onsite
- Genuine concern for the welfare of animals
- Ability to work as part of a team or independently as required
- Intermediate knowledge of Microsoft Office
- Ability to communicate effectively, both verbally and in writing (a written competency assessment may be included as part of the interview process)
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Excellent organizational skills and the ability to manage a wide range of tasks and competing priorities



Join the team!

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- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS
 - Able to safely and comfortably handle a variety of species including but not limited to: cats, dogs, rabbits, birds, reptiles
 - Flexibility to work overtime as required
 - Handling, moving, lifting, and pulling equipment and animals up to 40lbs
 - Repetitive motions of sitting reaching, lifting, squatting, bending, pulling

Annual Salary:

Commensurate with experience

Benefits & Perks:

- 100% employer paid health and dental benefits for employees and their dependents
- Wellness Spending Account
- Vision coverage
- Paid vacation, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Professional development opportunities
- Discounts on CHS products and services, including adoption fees
- Access to Employee and Family Assistance Program
- Access to reduced rate counseling services
- A commitment to accessibility and accommodations for different needs

Closing date: Posting will remain open until a suitable candidate is found

We encourage applicants from diverse backgrounds to apply. Please submit your cover letter and resume, indicating the job title in the subject line, to careers@calgaryhumane.ca

We thank all applicants for their interest however only those selected for an interview will be contacted. No phone calls please.