



## **Foster Mentor Volunteer Position Description**

**Reports to:** National Operations Support Team and Foster Coordinator(s)

### **Organizational Impact:**

Help Best Friends move closer to No-Kill 2025 by increasing our foster programs' capacity to save lives. Foster Mentors improve foster program efficiency and customer service by providing one-on-one guidance for Best Friends' foster caregivers.

### **Position Function/Goals/Deadlines:**

- Support and mentor foster caregivers throughout their experience fostering for Best Friends
- Help save the lives of pets in shelters by retaining foster caregivers through excellent support and customer service
- Increase individual foster parents' level of expertise, knowledge, and confidence regarding caring for foster pets

### **Time Commitment and Location of Work:**

- Flexible schedule, minimum of 2 hours/week (choose your own caseload)
- Minimum 3-month commitment
- Work can be done anywhere with a computer and internet connection

### **Core Responsibilities:**

- Monitor the national foster mentor shared email address and Facebook group.
- Answer questions and concerns from foster caregivers promptly and connect foster parents with other program staff or volunteers as needed.
- Provide advice and support to foster caregivers, including but not limited to:
  - Basic care and behavior
  - Supplies/equipment
  - Quarantining pets
  - Basic medical concerns
  - Best Friends resources
- Establish contact with foster caregivers when you receive a request, including consistent follow-up and check-ins.
- Record all communication attempts and conversation topics with foster caregivers using Airtable and Shelterluv.
- Report emergencies including bites, deaths, accidents, losses, or medical emergencies to the Foster Coordinator immediately for triage.
- Track and record your volunteer hours in online volunteer database.

### **Qualifications/Requirements:**

- Minimum one-year of experience in animal care and/or fostering pets
- Access to use of a computer (PC or Mac) with antivirus software and an internet connection
- Completion of a series of online trainings
- Basic understanding of common medical terminology a plus
- Demonstrate personal accountability and attention to detail

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- Strong communication skills and ability to maintain and follow directions
- Computer literate— comfortable learning and using online information systems
- Enjoy engaging with Best Friends foster caregivers, staff, and other supporters
- Sign Non-Disclosure Agreement
- Follow Best Friends foster program protocols; failure to do so may result in dismissal from the program
- Work at a computer with repetitive typing, arm and hand motion
- Commitment to the philosophy of Best Friends' practices and policies
- Maintain confidentiality regarding patient status, treatment, client information, or other sensitive clinic operations