

DOG FOSTER ONBOARDING (DFO) TEAM LEAD JOB DESCRIPTION

Position Overview: The DFO Team is responsible for processing foster applications, onboarding newly-approved fosters, answering potential foster's or newly-approved foster's questions, engaging newly-approved fosters who have not yet taken a foster dog to provide them the resources and encouragement to do so, and following up with new or inexperienced fosters who have recently taken a foster dog. The DFO Team is comprised of a DFO Team Lead (DFOL; dfo-lead@; as of December 2017, this position is filled by two co-leads) and DFO Team Volunteers (DFOVs).

This position is responsible for managing the DFO Team, including the DFOVs. It is a detail-oriented, work from home position.

Responsibilities:

- Process foster applications.
- Onboard each newly-approved foster.
- Assist with managing the APA! Dog Foster Homes Google Group.
- Recruit, train, manage, and cover the DFOVs
- Maintain and update DFO Team protocols and canned emails
- Respond to Foster Google Group inquiries.
- Engage newly-approved fosters.
- Comply with DFE Team and APA! event protocols and the [APA! Volunteer Policies](#), [APA! Volunteer Handbook](#), and [APA! Core Values](#).
- Log volunteer hours on [MyVolunteerPage.com](#).

Required Skills: Enthusiasm for APA! and good people skills. Ability to communicate effectively orally and in writing. Proficiency with the Google suite (Gmail, Google Docs, Google Spreadsheets, Google Drive, Google Groups). Internet, email, and phone access. Positive, team-oriented, and helping attitude.

Preferred Skills: Management experience or other experience related to supervising volunteers and/or project management. Experience with the DF Program and/or the foster application process. Foster experience.

Time Commitment: Average of 5-10 hours per week.

Supervisor: Dog Foster Manager