

COCHRANE AND AREA HUMANE SOCIETY JOB DESCRIPTION

Intake and Foster Coordinator

Position Summary:

The Intake and Foster Coordinator is responsible for coordinating the intake of stray and surrendered animals and managing and intaking the Safe Keeping, Emergency Boarding, and Preventative Spay/Neuter Programs. This role oversees the day-to-day operations of CAHS foster homes and provides ongoing support to foster caregivers to ensure the health and well-being of animals in care.

This is a full-time position reporting to the Operations Manager. The role is based on a 40-hour work week, Tuesday through Saturday, 9:30 a.m. to 6:00 p.m., with some flexibility required to meet operational needs.

Responsibilities:

- Program delivery of CAHS Safe Keeping, Emergency Boarding, and Preventative Spay/Neuter Programs and complete intake procedures within these programs
- Delivery of Petsmart Programming
- Recruit, orient, train, and coordinate foster volunteers in collaboration with the Volunteer Coordinator
- Oversee and facilitate day-to-day operations of the CAHS Foster Program
- Represent management on Saturdays and respond to after-hours foster emergencies as needed by telephone
- Match animals to appropriate foster homes in a timely and suitable manner
- Provide support and guidance to foster volunteers regarding behavioural and medical issues in collaboration with the Hospital and Behaviour Teams
- Maintain accurate and up-to-date foster records, manuals, and resources
- Communicate effectively with foster homes, staff, and management on animal health, behaviour, and operational matters
- Manage shelter animal population by booking intakes, arranging spays/neuters, transfers, and releases under municipal by-laws
- Ensure compliance with CAHS policies, procedures, mandatory training, the Animal Protection Act, and local by-laws
- Maintain a valid driver's license and operate the Society's vehicle responsibly

Duties:

- Schedule and deliver foster training sessions as required
- Schedule and coordinate veterinary and health-related appointments for fostered animals
- Maintain foster database, files, and ensure accuracy of all records
- Keep foster manuals, training materials, and resources up to date
- Clean, stock, and maintain foster supply areas within the shelter
- Establish and maintain effective weekly communication with foster homes
- Contribute to tasks outlined in the CAHS Work Plan
- Ensure appropriate kennel signage is in place for all completed intakes
- Update and keep current stray animal social media posts & CAHS stray animal website section

- In collaboration with the Communications and Marketing Coordinator ensure that appropriate animals are available for off site events
- Prepare and manage shelter food and supply orders, ensuring adequate stock
- Communicate animal-related health concerns, behavioural concerns, and occupational hazards to Management promptly
- Conduct themselves professionally while representing CAHS
- Complete mandatory training and other duties assigned by Management
- Assist the Communications Coordinator with social media as requested
- Maintain monthly reports for the Operations Manager and complete accident/incident reports as required
- Support the CAHS Strategic Plan and Work Plan, adhering to shelter policies

Qualifications and Skills Required:

- Strong administrative, organizational, and time-management skills
- Exceptional written and verbal communication skills
- Ability to handle sensitive or difficult conversations with professionalism, diplomacy, and compassion
- High discretion and commitment to confidentiality
- Empathy and emotional intelligence when supporting individuals in stressful situations
- Collaborative mindset with staff, volunteers, and foster caregivers
- Strong problem-solving skills and sound judgment in fast-paced environments
- Proficient in Microsoft Office, internet, and database management
- Ability to safely handle all sizes and breeds of dogs, cats, and other domestic pets
- Physically capable of lifting, bending, and performing repetitive movements in a fast-paced environment
- Experience in charitable organizations or animal welfare is an asset
- Knowledge or experience in animal behaviour (PACE, CPDT-KA, KPA, or equivalent) is an asset
- Genuine concern for animal welfare

Evaluation:

The Operations Manager will evaluate the performance of the Intake and Foster Coordinator within the first year of employment at three months, six months, and yearly thereafter.

Application Process:

If you would like the opportunity to be a part of a caring and compassionate team working for an important cause, please forward your resume with salary expectations to:

Cochrane and Area Humane Society

Attention: Operations Manager

62 Griffin Industrial Point

Cochrane, AB T4C 0A3

Or email resume to: operations@cochranehumane.ca

Please note: Only those candidates considered for the position will be contacted

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