



Friends of Oakland Animal Services

Job Title:	Outcome Team Associate
General Purpose:	<p>The Outcome Team manages the dog, cat and rabbit foster programs, the adoption program, the transfer as well as programs associated with Oakland Animal Services' (OAS) participation as a pilot shelter in the Human Animal Social Services (HASS) program.</p> <p>OAS is the city's only open-admission shelter. Friend of Oakland Animal Services (FOAS) is a nonprofit organization founded to support OAS. The Outcome Team Associate will be hired by FOAS to work at OAS under the supervision of the OAS Director or their designee.</p> <p>The Outcome Team Associate will have primary responsibility for building a Return to Home program, with volunteer support, to employ best practices to reunite lost animals with their families. As described in more detail below, they will also play a support role to the rest of the Outcome Team to aid adoptions, fosters and transfers.</p> <p>The ideal candidate will be highly organized, proficient in the use of social media, be able to build and lead volunteer teams, and will be familiar with communication platforms that will help foster community among foster volunteers. While it would be ideal that the candidate have experience and comfort with harder-to-place dogs and cats, it is not essential, as this role supports people who have this experience and who will play a lead role in adoption counseling, and supporting fosters and adopters.</p>
Location:	<p>Oakland Animal Services</p> <p>1101 29th Ave</p> <p>Oakland, CA 94601</p>
Job Classification:	Full time, hourly, non-exempt position
Reports to:	<p>FOAS Board of Directors for employment matters</p> <p>OAS Director or his/her designee for daily job operational needs</p>
To Apply:	Please email resume and cover letter to Tony@oaklandsanimals.org
Job Description	
<p>Job Duties and Responsibilities</p> <p>RETURN TO HOME</p> <ul style="list-style-type: none"> • Monitors all animals who come into the shelter as strays. • Ensures OAS website is current with photos/information on stray animals. • Ensures public-facing communication related to prevention of loss, reunification in the field, community assisted reunification and in shelter reunification is contemporary, actionable, and easy to understand/navigate. • Develops lost and found pet resource guides. • Coordinates and oversee community focused events such as microchip clinics, check a chip events, ID tag distribution, etc. • Oversees volunteer support to assist in pet reunification and prevention strategies. • Confirms best practices and strategies are fully utilized in all aspects of return to owner efforts. • Researches guardian info if a stray comes in microchipped. • Monitors community resources for lost and found pets, such as PawBoost. • Communicates status of effort to find guardians with shelter staff. 	

- Maintains meticulous records of animal status using the shelter database software.
- Provides regular reports to shelter management and the FOAS board regarding program status, successes and challenges.
- Coordinates volunteers who support efforts to reunite lost pets.

OUTCOME TEAM SUPPORT

- Provides support to the Adoption and Outreach Coordinator, Foster Coordinators and Transfer Coordinator
- Manages incoming adoption inquiries to ensure an appropriate response (but need not play a lead role in adoption counseling or matchmaking)
- Assists with photos, bios and marketing of animals from OAS and its foster program
- Coordinates adoption introductions at OAS
- Provides support to volunteer adoption counselors
- Keeps track of potential adopters so a right fit may be found for a strong adopter, and appropriate advice can be provided to an adopter who needs more support
- Supports growth of the foster team through marketing for new volunteers and community building strategies and communication tools for fosters
- Provides general support to other Outcome Team members (behavior, transfer and foster coordinators) as needed, such as being the on-site contact for fosters or transfer partners when the respective coordinator is unavailable
- Maintains meticulous records of animal care, status and location using the shelter database software
- Performs other duties as assigned

Qualifications and Education Requirements

- Experience with coordinating teams of either staff or volunteers preferred
- Experience as an adoption counselor and with providing post adoption support preferred
- Familiarity with harder-to-place dogs and cats, as well as general rabbit familiarity preferred
- Familiarity by training or experience with basic animal care such as handling animals, vaccination, deworming, weighing and giving medications
- One year of experience working or volunteering with an animal care, rescue, or shelter with experience in an open admission shelter preferred

Required Knowledge, Skills and Abilities

- Commitment to the mission, goals and success of Oakland Animal Services
- Knowledge of basic animal health care and safe animal handling practices
- Proficiency with social media
- Strong computer skills, including Microsoft Office and database systems
- Ability to establish and maintain effective and cooperative working relations with the public and other employees
- Flexibility, adaptability, aptitude for effectively prioritizing multiple tasks and a strong work ethic



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Working Conditions

- Primary work location in an animal shelter environment
- Exposure to loud noises in the kennel areas
- Potential for exposure to animal feces, blood, and zoonotic diseases
- Potential for exposure to animal bites and scratches
- Must be able to work a flexible schedule which may include evenings and weekends
- Must be able to tolerate the emotional aspect of work in an animal shelter environment, including the use of euthanasia

Compensation

- \$21 - \$23/hour depending on experience. Select paid holidays, 15 days paid vacation, plus sick leave per year. Health benefits are available.