

Position Profile



Adoptions Director

May 2022

The Position

Position Title	Adoptions Director
Location	Calgary, Alberta
Reports to	Overall Organization
Direct reports	Board of Directors
Weekly time commitment	15-20 hrs, variable

Specific Responsibilities

Pawsitive Match Rescue Foundation has a working Board of Directors run entirely by volunteers. This role oversees the adoption process for all dogs and cats in care:

- Communicate regularly with Adoptions Coordinators, via email or phone, to discuss workload, questions, special circumstances, issues, and/or general operations of Adoptions Team.
- Oversee and monitor adoptions processes, procedures and volunteers, including daily reviews of Animal Shelter Manager.
- Oversee and support Coordinators by monitoring and assisting with any of their duties, as-needed, including but not limited to responding and actioning emails in the adoptions inbox and new adoption applications, communicating with fosters, applicants and processors, and/or sending contracts.
- Attend applicant meetings with animals in circumstances warranting a third party to be present, or arrange for a Coordinator, Board Member or trusted volunteer to attend.
- Manage and resolve conflicts between processors, fosters and/or

applicants.

- Manage any challenging or unique applications that Coordinators / Processors are uncomfortable handling, or at the Board's discretion (i.e., dogs with a bite history).
- Manage and respond to special requests from applicants regarding exceptions to policies and/or processes.
- Develop and update adoption policies, contracts, and processes, and communicate policy or other changes to Adoptions Coordinators and Processors.
- Set adoption fees and special requirements for each animal, in collaboration with the Foster Director, Medical Director, and Behaviour Director.
- Develop, implement, and monitor appropriate training for new volunteers.
- Determine recruitment needs & plan for succession of team positions
- Answer questions from processors/coordinators on policy or when asking for advice.
- Liaise with foster, medical, and behaviour teams on behalf of team when additional information is required.
- Take over adoption tasks when the applicable Coordinator is unavailable.
- Attend all scheduled board meetings and take on board specific tasks as appropriate.
- Attend to emergency situations, when other volunteers are not available or when it is inappropriate / unsafe to ask general volunteers to attend to a situation.
- Bring questions, concerns, ideas and suggestions from the adoptions team members to the Board for consideration.
- In all actions and decisions, act honestly and in good faith with a view to the best interests of the Rescue.

The Person

Qualifications & Experience

Experience

- Familiarity with rescue work is an asset.
- Leadership experience outside of Pawsitive Match (volunteer or professional).
- Non-profit governance experience is an asset.
- Conflict resolution, data management, formal leadership, and/or project/program management training are not required but would be assets.

Personal Characteristics

Qualifications

- Community member in good standing.
- Excellent communication skills.
- Excellent judgement, strong decision-making skills, self-awareness and the ability to deal ethically with competing demands.
- Confident in conflict resolution, strong interpersonal skills and skilled at collaborating effectively with a variety of personality types.
- Uses appropriate delegation to create a sense of ownership of higher-level organizational issues and encourages individuals to stretch beyond their current capabilities.
- Sets high goals for personal and organizational accomplishment; using metrics to monitor progress toward goal attainment.
- Uses effective interpersonal style and communication methods to build relationships with stakeholders (i.e., other board members, coordinators, volunteers, community members etc.).
- Demonstrates a willingness to learn and accept constructive criticism from stakeholders.

To apply for this volunteer position, please email your resume to board@pawsitivematch.org. If

you are not currently a volunteer with Pawsitive Match Rescue Foundation, please also fill out a volunteer application here: <https://pawsitivematch.org/volunteer/>.