



Position Title: GAP Foster Manager

Department: Animal Welfare

New Position

Date: 13 July 2016

Reports To (Position):

Rehoming Manager

Position that report to this position:

GAP Volunteers, Foster Coordinators

Name of Present incumbent (if applicable)

Vacant

PRIMARY PURPOSE OF ROLE:

The Victorian GRV Greyhound Adoption Program (GAP) Foster Manager role is responsible for the development and management of an enhanced foster and volunteer network and program, as well as managing the foster co-ordinators and GAP volunteers.

Based in Melbourne (with some rural travel) the GAP Foster Manager position will ensure the provision and support for the greyhounds and persons involved within the GRV Greyhound Foster Care Program as well as a strong focus on expansion of the foster care program across Victoria. The successful incumbent will need to coordinate, improve and implement key strategies in relation to the marketing and development of the volunteer and foster programs having regard for the welfare of the greyhound as a key focus at all times.

SCOPE:

Greyhound Racing Victoria (GRV) is in the business of governing, operating and promoting greyhound racing of the highest integrity to wagering operators nationally and internationally and to Victorian clubs for the enjoyment of members, wagerers and on-course race goers, with the welfare of the greyhound at the forefront of what we do.

GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position. This will ensure that the best standard of service is continual provided across the organisation and that GRV will build on and maintain its reputation and effective profitability.

The GAP Foster Manager will need to further expand GAP's foster carer and volunteer programs to align with Volunteering Australia Standards, to ensure a professional service together with co-ordination of the foster carers and volunteers required for marketing events of the Greyhound and other activities.

The GAP Foster Manager is principally responsible for coordinating all activities associated with the GAP Foster Care program. This includes the recruitment of all carers and managing of an extensive network of volunteer foster carers to ensure that greyhounds entering the program have the best opportunity of successfully transitioning to life as a family pet.

FREEDOM TO ACT/DECISION MAKING: *This should outline the extent of the positions scope to act without need for further approval – e.g.*

- *Managing of employees within the company policy and legislative requirements*
- *Define specific objectives for the member of the team within company objectives*
- *Department budget expenditure up to 20K*
- *Authority to approve timesheets.*

Approval and timesheet management

KEY RESULT AREA	ACCOUNTABILITY/ACTIVITY	KEY PERFORMANCE INDICATOR
<i>Area of focus</i>	<i>What activities are you responsible for?</i>	<i>How will you know this has been achieved?</i>
Foster Carer and Volunteer Management	<ul style="list-style-type: none"> • Develop appropriate policy, process and guidelines in relation to volunteer and foster programs at GAP. • Work with the GAP team and animal behaviourists to design a ‘foster carer’s program’ to further enhance the “transformation period” of a racing greyhound to a pet greyhound. • Undertake recruitment, on boarding, training and review of performance of volunteer foster carers, to maximise retention and success, while extending the longevity of foster carers and volunteers staying with the adoption program. • Interview and employ foster carers and volunteers in accordance with anti-discrimination and equal opportunity legislation and Volunteers Australia guidelines • Provide orientation and training including providing information in relation to a healthy and safe work environment. • Continually review and provide policies pertaining to foster carers and volunteers . • Offer foster carers and volunteers opportunities in 	<ul style="list-style-type: none"> • Volunteer and foster carer documentation in place • Accurate record keeping • Policies, process and guidelines in place and communicated • Strong Volunteer Program in place and understood by volunteers • Increase in rehoming numbers

	<p>relation to professional development.</p> <ul style="list-style-type: none"> • Develop clear objectives and communicate to foster carers and volunteers. • Work with GAP team and marketing in organising events for the Foster Carers. • Organise and arrange home checks for existing and all potential carers to ensure standard are met. • Create a foster carers club where members meet, socialise and share experiences. • Assist with the preparation of content for the GAP Newsletter. • Oversee the movement of all greyhounds through the foster network 	
Customer Service	<ul style="list-style-type: none"> • Improve the customer service response to persons applying to become foster carers and volunteers, including, but not limited to, regular check in appreciation calls from GRV staff to the carers and volunteers, and providing general guidance information to all volunteers. • Provide point of contact for all foster carer inquiries, including occasional out of hours emergency calls. • Further expand and manage the foster carers Rewards Scheme 	<ul style="list-style-type: none"> • Customer Services Strategy developed and in place
Finance	<ul style="list-style-type: none"> • Review and document changes to the current financial incentives structure for current and potential foster carers. • Reconcile monthly foster gratuity payments. 	<ul style="list-style-type: none"> • Financial incentives structure in place

IT	<ul style="list-style-type: none"> • Ensure ongoing maintenance of the GAP database of the greyhound and foster carers via Fasttrack. • Record the progress and review outcomes for all greyhounds held with foster carers in Fasttrack, in a timely manner. • Manage the GAP Foster Carers facebook page, including the monitoring of content 	<ul style="list-style-type: none"> • Database up to date and accurate • Facebook page up to date • Fasttrack up to date
Administration and Management	<ul style="list-style-type: none"> • Promote all parts of GAP including, but not limited to, the GAP Foster Care Program. • Attend and assist with GAP promotions as required, including adoption days. • Ensure all procurement guidelines are being followed for any purchasing including the monitoring of all invoices. • Attend to general public enquiries as needed. • Attend to additional tasks, as reasonably required, from time to time. • Ensure supervision and development of GAP Foster Care Coordinators. 	<ul style="list-style-type: none"> • Performance appraisals conducted in accordance with company procedures and time lines.

KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
Foster Carers	GM Animal Welfare
Volunteers	GAP Rehoming Manager
Other Adoption Organisations	GAP Foster Coordinators
Industry participants	CEO and Leadership Team
Goods and services providers	All GRV Management and Staff

PERSON SPECIFICATION	
EDUCATION/QUALIFICATION <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
	Certificate IV in companion Animal Studies of equivalent
	Certificate III in dog Behaviour and Training
SKILLS/KNOWLEDGE <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
Experience in managing volunteer and foster care programs	Relevant field or significant industry experience
Exceptional organisational skills, with the highest attention to detail	Experience with handling and temperament testing of dogs
Strong ability to priorities work commitments and attend to work requirements within tight time frames	Experience in a marketing or human resource role
Strong communication skills including the ability for form effective relationships with the general public, together with the ability to manage a diverse group of volunteers	
A strong capability to analyse markets and develop strategies to increase adoptions and opportunities for foster care	
ATTRIBUTES <i>required to ensure satisfactory performance and cultural fit</i>	
ESSENTIAL	DESIRABLE
Responsiveness	Ability to Multi-task
Integrity	Self-Motivated
Impartiality	Lateral Thinker
Accountability	
Respect	
Leadership	
Human Rights	

EMPLOYMENT CONDITIONS

- Terms and Conditions of employment are per the current GRV 'Employee Enterprise Agreement'
- The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. GRV employees are bound by a number of regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the code of conduct for Victorian Public Sector Employees.
- All employment at GRV is subject to a satisfactory police check prior to commencement
- All employees at GRV are required to have the right to work in Australia.
- All employees are required to comply with WHS statutory obligations.
- GRV is an EEO employer.
- A current Victorian Driver's License required.

NAME: _____ DATE: ___/___/___

SIGNATURE: _____