



## Friends of Oakland Animal Services

<b>Job Title:</b>	Bilingual Adoption Coordinator (Spanish/English)
<b>General Purpose:</b>	<p>Under general supervision, this role is responsible for facilitating on-site and off-site adoptions for animals from Oakland Animal Services (OAS), especially for dogs. The person in this role will have a primary focus on removing barriers for potential adopters who are low-income or have no or limited English proficiency, particularly for people who speak Spanish, as well as other non-English speakers.</p> <p>Since 2020, OAS has focused on improving the experience of potential adopters, and increasing lifesaving, by making the process more welcoming and accessible, and by focusing on matchmaking. The adoption rate for dogs and cats has tripled since that time.</p> <p>The ideal candidate will be highly organized, flexible and able to work well in a fast-paced team environment. The Bilingual Adoption Coordinator will work as part of a three-person adoption team and will work in close collaboration with the OAS Volunteer Coordinator.</p> <p>Adoptions are done primarily on-site during open adoption hours, currently four days per week, which are supported by staff and highly committed volunteers. One goal for this role is to build the capacity of bilingual volunteers, so that we can increase open adoption hours to seven days per week. With approximately 50% of OAS dogs in foster care, the Bilingual Adoption Coordinator will also be tasked with improving the adoption program for foster dogs to better engage foster volunteers in the marketing and adoption process.</p> <p>In recent years, OAS has introduced equity focused shelter-intake and community-serving programs, such as providing access to veterinary care, to help keep animals with their families. Through support from Friends of Oakland Animal Services (FOAS), OAS has created an Outcome Team, made up of the Foster, Adoption, Transfer and Behavior Coordinators, to focus on placing animals and reducing length of stay.</p>
<b>About FOAS:</b>	<p>Friends of Oakland Animal Services (FOAS) was founded in 2005 to support OAS. The mission of FOAS is to provide homes, health, and happiness to Oakland's animals in need. The primary focus of FOAS is to fund programs and activities at Oakland Animal Services that improve services to the people and animals of Oakland beyond the typical expectations of a municipal, open admission shelter.</p> <p>The Bilingual Adoption Coordinator is a FOAS employee who works at Oakland Animal Services in coordination with OAS (City of Oakland) staff.</p>
<b>Location:</b>	<p>Oakland Animal Services 1101 29<sup>th</sup> Ave, Oakland, CA 94601</p>
<b>Job Classification:</b>	Full time, hourly, non-exempt position
<b>Reports to:</b>	<p>FOAS Board of Directors for employment matters OAS Director or their designee for daily job operational needs</p>
<b>To Apply:</b>	Please email resume and cover letter to <a href="mailto:info@oaklandsanimals.org">info@oaklandsanimals.org</a>

Job Description
<p><b>Job Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• In collaboration with the Adoption Coordinator and Volunteer Coordinator, assess all aspects of the OAS adoption program to identify opportunities for improving access for people most likely to experience barriers to adoption</li> <li>• Implement strategies to increase the number of bilingual volunteers, who speak Spanish and other non-English languages, to improve adoption program accessibility and post-adoption support for non-English speakers</li> <li>• Develop strategy for reaching non-English speaking potential adopters as well as developing relationships with key organizations or allies in communities where OAS seeks to provide better access to services</li> <li>• Identify community events, such as street fairs, where OAS could participate to increase outreach</li> <li>• Create a system to collect demographic data from potential and actual adopters to assess and track outcomes related to program accessibility</li> <li>• Develop and translate materials related to adoption and post-adoption support and identify quality resources (such as training videos or infographics) in Spanish and other non-English languages that can be shared as part of a resource library for adopters and fosters</li> <li>• Develop and provide training, support and oversight related to program accessibility to shelter and foster volunteers who are involved in the adoption process</li> <li>• Develop pilot program in collaboration with staff working on pathway planning to connect potential adopters looking for outdoor dogs with dogs who have previously only lived outdoors</li> <li>• Working with an existing partner who is utilizing a One Health model to provide mental health services, primarily for people in the reentry community, through dog training and fostering, develop a pilot program to create a pipeline for OAS dogs to participate in this program and otherwise support it's success</li> <li>• Support staff and volunteers in more challenging adoption situations by interacting directly with the potential adopter to resolve any concerns</li> <li>• As needed, provide matchmaking and adoption counseling services to potential adopters, directly or by connecting them with volunteers</li> <li>• Assist with marketing and promotion of adoptable animals, especially harder-to-place animals and foster animals</li> <li>• Regularly engage on the volunteer community board</li> <li>• Assist in coordinating off-site adoption events and facilitating adoptions at these events</li> <li>• Provide regular reports to shelter management and the FOAS board regarding program status, successes and challenges</li> <li>• Other duties as assigned</li> </ul> <p><b>Qualifications and Education Requirements</b></p> <ul style="list-style-type: none"> <li>• Associates degree or equivalent from an accredited college or technical school preferred</li> <li>• Experience building or participating in community programs designed to support low-income people and/or people who do not speak English preferred</li> <li>• Experience with coordinating teams of either staff or volunteers</li> </ul>

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- Experience with creating processes and systems
- Experience as an adoption counselor and with providing post adoption support preferred
- Knowledge about dogs with behavioral challenges preferred
- Familiarity with harder-to-place dogs and cats preferred
- Familiarity by training or experience with basic animal care such as handling animals, vaccination, deworming, weighing and giving medications preferred
- One year of experience working or volunteering with an animal care, rescue, or shelter preferred
- Valid Driver's License

### 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
- Strong computer skills, including Microsoft Office and database systems
- Ability to establish and maintain effective and cooperative working relations with the public, other employees and volunteers
- Flexibility, adaptability, aptitude for effectively prioritizing multiple tasks and a strong work ethic
- Ability to recognize symptoms of common animal diseases; ability to lift and handle cats, and interact safely with dogs preferred

### 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

- Starts at \$30/hour, depending on experience; thirteen select paid holidays, plus accrued vacation and sick time based on hours worked. Partial health benefits and 401k retirement plan also offered.