# Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 21/09/2020

## Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

## Key Responsibilities

Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.

Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function succesfully.

Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services

Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.

Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome

Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.

Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.

Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.

Recommends as appropriate plans for castration and spaying of puppies.

Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes

Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.

Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.

Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.

Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.

Any other activities relevant to the role as requested by manager.

Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* GCSE’s in Maths and English at grade C or above; or equivalent.

#### Desirable

* Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
* Accredited/documented learning in animal welfare, wellbeing or behaviour
* Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

## Job-Related Experience

#### Essential

* Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
* Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
* Experience of using a database to manage & maintain accurate records
* Experience of effective planning, prioritising and organising workload.

#### Desirable

* Experience of managing a team of staff or volunteers.
* Experience of delivering puppy classes/or working with puppies under a year old.

## Knowledge

#### Essential

* Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
* Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
* Experience in using CRM databases

**Desirable**

* Specific knowledge of puppy development and training.
* Knowledge of Salesforce database
* Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## Skills and Competencies

#### Essential

* Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
* Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
* Communicate effectively using a good standard of written and verbal English.
* Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
* Able to problem solve and adapt to operational requirements.
* Confident and competent to deliver group training sessions with multiple participants
* Able to undertake physcial demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
* Able to work as part of a team and independently.
* Able to apply a professional approach and work within standard processes, policies and procedures.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.