# Job Profile

Job Title: Guide Dog Trainer (GDT)

Directorate: Operations

Reports To: GDT Supervisor / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Child and Adult without barred status

Date created/last reviewed: 13/06/2022

## Overall Role Purpose

The Guide Dog Trainer helps people with sight loss to live the life they choose by providing technical support and expertise in order to maximise the organisation’s productive capacity by providing a wide range of technical and practical support to ensure a full and efficient service to clients. This includes the training of guide dogs in community and regional teams to class standard and elements of volunteer and customer training and support.

## Key Responsibilities

Dog training

Prepare training dogs to the required quality and standard, within the agreed time frames, ahead of delivery to customer and the creating new partnerships process. Contribute regular reviews on the dogs progress and suitability for canine assisted services.

Assess and continually review the dogs’ temperament and behaviour to determine their suitability for canine service roles. Develop detailed knowledge of each dogs’ abilities in order to deliver a training programme, either pre-determined or appropriately adapted, where training will include specific development required to meet customer needs as directed.

* Provide support to other technical staff in the team regarding guide dog skills acquisition and experience. This may include blindfold walks, obstacle work, and distraction work.
* Maintain accurate and timely records on any dog inputs using the appropriate business system and completing reports as required.
* Practice and remain current in applying our Standardised Training for Excellent Partnerships training methodologies, ensuring all dogs are supported to the achieved level required for their service direction.

Partnership Training and/or Support

* Provide timely and relevant inputs for weekly Case Review meetings on progress of training dogs and partnership reviews as necessary, at the direction of team leaders or colleagues.
* Contribute to partnership matching processes identifying indicators for success or risk for failure in the match.
* Under the direction and supervision of a Guide Dog Mobility Specialist, support with the training of partnerships, this may include: delivering theoretical and practical training inputs during creating new partnership process (class), and/or supporting qualified partnerships with inputs and training to maintain success.
* Maintain accurate and timely records on any client inputs using the appropriate business system and completing reports as required.

Dog Wellbeing

* Manage the training dogs’ free-running needs, ensuring these are met throughout training period.
* Work together with the Dog Wellbeing team locally and regionally to monitor and maintain the psychological, physical and emotional wellbeing of training dogs within the team, escalating any issues to the Dog Wellbeing team.
* This may include but is not limited to: dog spending; routine physical checks; ad-hoc grooming needs; environmental enrichment activities; and supporting the correct issue of dietary/water needs.

Collaborative working in Operations Team

* Work collaboratively with volunteering support colleagues to ensure the successful management of training dog volunteers through regular, often daily engagement with Boarder volunteers and Dog Wellbeing volunteers.
* Work with colleagues to support successful boarding schemes. Duties may include: carrying out home checks, providing training & problem-solving inputs to volunteers, and maintaining communication channels between volunteers and colleagues for effective coordination.
* Monitor and support volunteers in their dog handling skills to ensure standards of dog behaviour are maintained on and off sites, and identify any skills gaps or performance concerns, communicating these onwards to relevant colleagues and supporting further training as required.
* Deliver technical dog training inputs to volunteers and staff as requested by colleagues if their role requires interaction with our dog stock.

Work collaboratively with colleagues and volunteers in puppy development, sharing information and knowledge to support the dogs’ progression through to training.

Work collaboratively with fellow CAS colleagues including: Training & Behaviour Consultants, Training & Behaviour Advisors, Canine Assisted Partnership Specialists, Rehoming Officers and Dog Wellbeing staff to bring about successful outcomes for our dog stock in the relative service areas.

Mentoring, tutoring, supervision & CPD

* As requested, provide technical tutoring and teaching, which may include supervision functions to Trainees in canine services, and/or provide mentoring and coaching to newly qualified staff on dog training inputs.

Commitment to complete and achieve all relevant areas of continuous personal development made available to ensure technical training knowledge remains current and applicable to Guide Dog operating standards.

Compliance, Health and Safety

* Report and document all accidents and incidents relating to dogs in your charge, volunteers, third parties and vehicles in line with current Health and Safety policies.
* Maintain all training needs to ensure compliance with standard and processes
* Maintain and keep appropriate records in line with GDPR compliance.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports:0

Number of Indirect Reports:0

Number of Volunteers Supervised: Will be responsible for regular communication and training inputs for groups of volunteers in regard to technical matters relating to the care and support of our training dogs as business needs dictates.

### Financial Accountability

Annual Income Accountability: n/a

Assets Managed: n/a

Budget Accountability: n/a

# 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. 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

* Qualified in the role of Guide Dog Trainer.

#### Desirable

* Current valid UK/EU Driving licence, or able to demonstrate how to complete the role without.
* Accredited learning in the areas of animal welfare or behaviour.
* Accredited learning in the area of teaching or mentoring.
* 3 GCSE/O’ levels or the equivalent – including Math’s /English (QCF level 1-2 / SQCF levels 4-5)

## Job-Related Experience

#### Essential

* Adaptability and flexibility to the changing needs of the role.
* Able to demonstrate aptitude for dog handling.
* Able to practically apply theoretical knowledge.
* Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.
* Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

#### Desirable

* Previous experience in the areas of animal welfare, training or behaviour.
* Previous experience in a teaching or mentoring role.
* Previous experience of working as a mentor or supervising others.

## Knowledge

#### Essential

* Current knowledge of dog handling and training techniques and approaches. A working understanding of dog care.
* Basic IT skills
* Working knowledge of dog ethology, behaviour, learning theory and positive reinforcement training techniques.

## Skills and Competencies

#### Essential

* Able to work independently or as part of a team.
* Able to use initiative to organise and prioritise multiple tasks for successful completion.
* Able to apply a professional approach and comply with policies and procedures.
* Able and willing to supervise/coach/mentor staff and volunteers
* Demonstrate excellent interpersonal skills.
* Communicate effectively using a good standard of written and verbal English.

## 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.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from site location and home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EZm8gWaaq8JCiwfuDxkKhF4BWg0r-jgcPszxf1tXg7u_hQ?e=NQKy9k) to view the salary band.