

Job Profile

Job Title: Academy Guide Dog Trainer

Directorate: People and Performance

Reports To: Technical Learning Specialist

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Adult and Child Workforce with a Children's Barred List Check

Date created/last reviewed: 11/06/2021

Overall Role Purpose

The Academy Guide Dog Trainer (A-GDT) helps people with sight loss to live the life they choose by enabling the people we support to get out and about through their partnership with a guide dog. An A-GDT learns to train guide dogs to the required guiding standard to train guide dogs to enable a guide dog partnership. Once you have been prepared for your role you will join your local Guide Dog Canine Assisted Services team as a competent Guide Dog Trainer.

Key Responsibilities

- Attend and participate in the assigned A-GDT training programme, carrying out all required reading and pre and post-course work, making full use of the resources and complete research as required.
- Train on the job to the required standards, including but not exhaustively:
 - Learn to train dogs in line with Guide Dogs standards and approaches.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by service users and how this will determine the suitability of the dog for the relevant service and/or client.
 - Support the preparation and delivery of Guide Dog partnerships.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.

- Demonstrate appropriate values, attitudes and Guide Dogs behaviours when interacting with people.
- Complete associated administration in line with relevant policies.
- Work with service users, staff and volunteers to coach and develop them in their dog handling, welfare and knowledge skills.
- Work with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
- Engage and contribute to team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.
- To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills, learning and mentoring available.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

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. 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 be an 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 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

- Relevant experience developed in the workplace and/or relevant accredited learning or degree level qualification.
- Current valid UK/EU Driving licence.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare such as Canine Behaviour diploma, Canine Health & Nutrition diploma, or Advanced Certificate in Dog Training & Behaviour.

Job-Related Experience

Essential

- Previous practical experience working with/voluntary work with adults and/or young people and/or animals.
- 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 the potential to handle and walk with a range of dog sizes and temperaments.

Desirable

- Previous experience working with/voluntary work with adults and/or young people with disabilities.
- Experience of developing and/or training people or animals.
- Previous practical experience in the areas of animal training and/or behaviour.

Knowledge

Essential

- Understanding of positive training approaches used in the development of animal behaviour and/or development of adults or young people.
- Able to demonstrate working knowledge of Microsoft Office (Outlook, Word, Excel, Teams, PowerPoint).

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Knowledge of safe practice of working with vulnerable adults and children.
- Expert knowledge in animal training and behaviour and/or husbandry and care.

Skills and Competencies

Essential

- Verbal and written communication skills, face to face, digitally and written.
- Can demonstrate a logical approach to decision making.
- Strong planning, problem-solving skills, can organise own work & meet deadlines.
- Has emotional intelligence, is empathetic and understanding of individual's needs, can work with people sensitively and carefully, engaging in difficult or challenging conversations as required.
- Able to work as part of a team and unsupervised as required.
- Can demonstrate resilience working in a challenging environment and is adaptable, flexible, embraces change.
- Evidence of strong commitment to learn and develop self and others, able to self-reflect and assess own performance.

Desirable

- Demonstrate the ability to work with a range of stakeholders such as service users, volunteers, senior leaders.

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 home when required.

Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](#) to view the salary band.