# Job Profile

Job Title: Dog Wellbeing Technician – Team Leader

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 11/09/2023

## Overall Role Purpose

The Dog Wellbeing Technician - Team Leader helps people with sight loss to live the life they choose by ensuring the wellbeing and specialist care of our dogs are met. This is achieved through organising the work of the team and carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

## Key Responsibilities

* Lead on the day-to-day organisation of the Dog Wellbeing Technician team on site to ensure all activities for the dogs in their care are completed. This will include duties such as: managing rotas, leading meetings, assigning tasks etc.
* Provide line management, coaching, and training of Dog Wellbeing Technicians and volunteers.
* Responsible for overseeing and maintaining a clean environment within dog care and treatment rooms.
* Key Accountabilities of the Dog Wellbeing Technician role:
  + Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met.
  + Work in line with national dog wellbeing practices and procedures, including the provision of specialist health care.
  + Monitor and maximise the wellbeing of dogs. Identify health concerns, make appropriate decisions and escalate in a timely manner.
  + Support volunteers and colleagues to resolve issues and escalate were appropriate.
  + Support the development and maintenance of the dog's behaviour using current guide dogs handling techniques.
  + Lead and support volunteers in dog wellbeing and fostering to complete their role and tasks to the best of their ability. Provide technical input to support their preparation, performance and development.
  + Coach and mentor colleagues and volunteers, delivering specialist knowledge in dog health and wellbeing training programmes.
  + Communicate with internal and external colleagues, clients and volunteers. Where required, interpret or clarify technical information to aid understanding.
  + Under direction of a Dog Health and Wellbeing Specialist, support guide dog owners and volunteers within the area by providing training and education on routine canine health care. Monitor and report on health concerns communicating with colleagues as appropriate.
  + Maintain accurate and up to date records. Interpret health data and identify concerns/trends within the local dog population.
  + Supervise dog wellbeing volunteers. Provide technical input to support their performance and development.
  + Transport dogs across the region for health-related appointments with internal and external bodies.
  + Support the wider team with any duties necessary for the effective running of the team site.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: 4-8

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

### 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. Colleague 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 colleague are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all colleagues 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

* A qualification in animal care, experience, or equivalent relevant work-based experience.
* Able to undertake physical demands of the role, walking distances unaided and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.
* Able to meet the travel requirements of the role which involves transporting dogs on a regular basis. In the absence of a full valid UK Driving License, you will be expected to demonstrate how you will fulfil this aspect of the role via alternative means.

**Desirable**

* Management qualification.

## Job-Related Experience

#### Essential

* Experience of working in a kennel type environment - paid employment or voluntary.
* Experience of supporting a customer serving based organisation.
* Experience in a supervisory role – this could include a coaching or developing capacity.

#### Desirable

* Experience of coaching and mentoring.
* Experience of working with volunteers.

## Knowledge

#### Essential

* Proven understanding of the core principles of animal wellbeing.
* Demonstrable basic understanding of health and safety and safeguarding.
* Proven understanding of dog care principles and health conditions.

## Desirable

* Demonstrable knowledge of animal first aid.
* Demonstrable knowledge of positive reinforcement dog handling and training techniques.

## Skills and Competencies

#### Essential

* Computer literate, with good Microsoft Office skills and ability to effectively use databases.
* Ability to manage individual and team performance to deliver results. Ability to creates a team environment which promotes wellbeing and maximises personal effectiveness.
* Excellent verbal and written skills as well as a basic level of mathematics required.
* Ability to demonstrate aptitude for dog handling and recognising canine communication.
* Effective time management skills and ability to manage multiple tasks under pressure.
* Adaptability and flexibility to the changing needs of the role.
* Effective communication skills in a variety of different situations and at different levels.
* Independent and able to make decisions/direct others based on own knowledge and experience.
* Ability to problem solve and be resourceful, in non-routine situations.
* Demonstrate ability to coach/train others.
* Emotional resilience and good interpersonal skills to manage demands of the role.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether colleague or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff 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. Occasional requirement to undertake long journeys.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence.

## Job Group (internal use only)

This role has been evaluated as a Team Leader, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/EdSl4-YltIlLixuwof4G3FwB9voMEieeISedtZ_sU544Zg?e=oETmqR) to view the salary band.