

Dogs for the Disabled

Job Description

Job Title: Instructor

Responsible to: Client Services Manager

Key Tasks

1. To assess and train dogs within agreed timescales and quality standards in accordance with production targets.
2. To provide support to Trainers and Instructors as required.
3. To plan, organise and deliver practical and theoretical training to clients to meet their individual needs in line with agreed standards. This training to take place at Banbury, or on a domiciliary basis.
4. To provide clients with appropriate aftercare services at regular intervals in their own homes and to agreed standards.
5. To interview and assess applicants in line with the agreed procedure, decide their suitability and make appropriate recommendations to the Training Manager.
6. Match clients to dogs to ensure that agreed standards are met.
7. Maintain accurate records by providing verbal and written information with agreed timescales about clients, dogs, applicants and apprentices as appropriate.
8. To provide support to the Charity's public relations and fundraising functions as required, specifically in your area.
9. To provide accurate records on a regular basis that show all the required statistics relating to dog and clients matters in your area.
10. To act as the 'contact' person in your designated area in relation to training policy procedures with clients and their families, other professional service providers and members of the public.
11. To ensure that routine aftercare visits are organised and/or distributed among other staff, if applicable, with regular feedback to the Training Manager on progress.
12. Any other task agreed with the Training Manager.

Key Competencies

1. Ability to provide high quality personal judgement in relation to the following:
 - Dog training matters including the analysis of temperaments, appropriate training methods and requirements, public image, solution of training and behavioural problems and referral options.
 - Client training including appropriate training approach, specific and relevant programmes to be followed, welfare and safety and appropriate time for referral to others.
 - Client selection including suitability, dog matching requirements, assessment recommendations.
 - Appropriate support to apprentices.
 - Dealings with other staff, clients and members of the public.
2. Ability to plan work, be organised and ensure that time is utilised effectively for yourself, colleagues and clients.
3. Ability to communicate effectively and appropriately with a wide range of people internally and externally. This will include clients and their families, other professional service providers, members of the public, the media, managers and other colleagues.
4. Ability to positively embrace change by not only being flexible towards the ideas of others but also putting forward ideas to colleagues that will enable Dogs for the Disabled's work to develop. This will involve creativity in problem solving and making appropriate responses to new ideas and unexpected situations.
5. Practical Knowledge in the following areas:
 - Structure and activities of Dogs for the Disabled
 - Basic theory of practical dog training
 - Law in relation to dogs
 - Knowledge of key disability areas covered by the charity, including relevant medical conditions
 - Advanced instructional techniques
 - Client training theory
 - Client interview and selection procedures
 - Disability and the law
 - Dog and human psychology
 - Health and safety implications of dog and client handling.
6. Ability to produce clear statistics to a given format.

Other Requirements

1. Whilst employed by Dogs for the Disabled you will be required to hold a full UK Driving Licence.
2. You will be required to undertake a minimum two year training programme.

3. You will occasionally be required to work and stay away from home for short periods if you are doing a domiciliary training course.

September 2002