



Great Plains Assistance Dogs Foundation dba
Service Dogs for America
PO Box 513
Jud, ND 58454

Training Director
Job Description

REPORTS TO: Executive Director

POSITION TYPE: Hourly, Non-Exempt

ABOUT THE ORGANIZATION

Service Dogs for America (SDA) was founded in 1989, placed its very first service dog in 1990 and earned its 501(c) 3 non-profit status in 1992. SDA's mission is to train and certify service dogs for individuals with disabilities. SDA's vision is to see a society where disabled individuals are able to fully participate in social, educational and occupational opportunities.

We do this by raising, training and certifying service dogs, and educating the public and business by demonstrating how a service dog mitigates disabilities and the legal rights of disabled individuals with service dogs in public places.

SDA is an accredited member of Assistance Dogs International (ADI) and adheres to standards and ethics that define training standards for dogs, guides how clients and dogs are treated, how programs are developed and the type of expertise and professional behavior required of trainers.

SKILLS AND REQUIREMENTS

Minimum Educational and Certification Requirements

- Dog Obedience Instructor Certification from accredited canine training institution
- ADI Instructor Certification a plus
- Canine Good Citizenship Evaluator Certification a plus
- Advanced degree in Veterinary Technology, Animal Husbandry, Animal Behavior, Kennel Management, Education or a closely related field. (Experience may be substituted)
- Must be or able to be Red Cross CPR/First Aid and Pet CPR/First aid certified

Minimum Experience Requirements

- Five - seven years training experience working in a service dog facility.
- Must have a working understanding of Assistance Dogs International (ADI) accreditation standards and ethics
- Has worked professionally and assisted in training at least 50-100 service dogs
- Has participated professionally in at least 20-50 client placements and trainings
- Experience in evaluating temperament and physical criteria for successful service dog
- Must be competent in all the tasks assigned to a Kennel Assistant, Kennel Supervisor, Apprentice Trainer and Trainer Level I and Level II
- Must be able to produce effective working teams that meet or exceed ADI Standards (i.e., Public Access Test, demonstration of tasks)

Must have up to date knowledge of best practices in many areas including:

- learning theory
- canine behavior
- canine care and safety
- a variety of training techniques, equipment and methods

Must demonstrate effective:

- communication skills
- instruction of groups and individuals
- assessment and problem solving skills
- self-assessment and improvement of performance

Must demonstrate:

- an understanding of the matching process of clients with dog
- knowledge of the environment a team will encounter, specifically concerning family, community, school and workplace and the impact these may have on each working team
- knowledge of and ability to determine when a training process, placement, or certification needs to be discontinued

Must demonstrate understanding of responsibility to the public to include:

- knowledge of pertinent canine laws (i.e. leash laws and public access laws)
- how to build rapport and establish effective working relationships with co-workers, clients, volunteers, and the community
- use of appropriate behavior in public when working with each dog and or client (i.e. train one dog at a time, be polite, show respect and consideration to people and property, and maintain good personal and canine hygiene), be willing to educate the public about assistance dogs and access rights

General

- Must consent to and be able to pass an FBI Background Check
- Must consent to sign and adhere to SDA's Confidentiality Agreement
- Must follow and exceed Assistance Dogs International (ADI) minimum standards and ethics

General Tasks

- Assigns activities for apprentice employee training program
- Responsible in choosing, evaluation and classification of apprentice dog trainers
- Works with client coordinator to schedules client placements and develops customized training plan
- Works with Executive Director to develop criteria for volunteer dog handlers
- Works with Executive Director to develop, evaluate and document the Puppy and/or Adult Fostering program
- Works with Executive Director to monitor ADI accreditation compliance annually
- Works with Executive Director to formulate best practice policies and procedures that ensure all staff and canines have the proper equipment, training and care
- With Executive Director and Campus Manger will conduct and document periodic Quality Assurance/Quality Control inspections of the facility
- Develops criteria for canine career change or program wash-out
- Instructs staff in the proper methods of basic dog care and obedience
- Prepares and executes training agenda when Animal Behavior College students come for externships
- Prepares training manuals and materials for trainers, ICAP program and Foster puppy/dog caregivers
- Trains inmates and staff in the ICAP program
- Review all training and kennel records and ensure proper utilization and training occurs
- Periodically represents SDA at community events, participates in public relations presentations to promote our mission, and perform demonstrations statewide
- Conducts tours of the facility. Before each tour, ensures that the facility is orderly and that staff and dogs are prepared for tours.
- Places dog safety as a top priority with all interactions
- Be prepared to handle any pet or facility emergency that may arise, including dog fights, choking or injured animals, and facility fire or weather-related emergencies. Follow contingency plans
- Ensure established facility closing procedures are followed

Daily Dog Care Tasks

Must be knowledgeable of SDA's care, monitoring, cleaning and disinfecting procedures

Care and Monitoring

- Understand what actions that would constitute animal cruelty under state or local laws or the organization's policies will be grounds for immediate reprimand and/or termination
- Monitor kennels for toy safety and remove choke hazards
- Ensure dogs' safety and well-being at all times
- Continuously monitor and pay particular attention to signs of distress, illness, or injury
- Know the key symptoms of emergency medical problems likely to be exhibited by dogs:
 1. Dogs that are unable to or are straining to urinate or defecate
 2. Dogs in heat
 3. Difficult, heavy, or rapid breathing
 4. Sneezing, coughing, or discharges
 5. Listlessness
 6. Loss of balance
 7. Inability to rise
 8. Anxiety

11. Inform the Executive Director or doctors immediately of all bite or scratch wounds staff, clients, volunteers or visitors suffer so that reports can be made and they can be referred for timely medical care by a physician, if necessary. Clean all wounds quickly and thoroughly.

KENNEL PROCEDURES AND MAINTENANCE TASKS

Record-Keeping

- Maintain accurate daily training logs
- Advise the Executive Director when scheduled services were not provided due to scheduling glitches or inclement weather

Transporting Dogs

- Transport dogs to the veterinarian as needed
- Transport and/or exchange dogs in the ICAP program
- Transport puppies and/or adult dogs as needed
- Transport dogs to presentations and demonstrations

MANAGERIAL TASKS

General Managerial Tasks

- Develop training logs, daily and weekly check lists, and evaluative tools to measure program progress
- Train all new staff on SDA handling protocol and ensure they have passed the training
- Develop, or assist in the development of, and continually evaluate protocols for:
 1. Professional Staff Development
 2. ICAP program
 3. Puppy and Adult Foster Program
 4. Client Placements
 5. Criteria for Released canines/Program Wash-out and Career Changes
 6. Animal Behavior College Externship Agenda and Evaluation
 7. Client Training Goals
 8. Annual Client Survey
 9. Volunteer Trainers – Handlers
 10. Work with Executive Director to develop In-Service Training opportunities for staff
 11. Closing and security procedures
- Follow protocols for handling:
 1. Animal emergencies
 2. Dogs that have escaped from the facility
 3. Employees who have been bitten or scratched
 4. Natural disasters, including fires, floods, snow storms, and tornados
 5. Internal emergencies, including power losses, fires, and dangerous persons
 6. Man-made disasters necessitating rapid exit from the property
- Schedule training staff to ensure adequate coverage while minimizing downtime, overstaffing, and overtime
- Promote a positive attitude among staff
- Manage inventory so that items are consistently in stock. Ensure that the least possible amounts of money and space are dedicated to training inventory. Establish standard inventory stocks of patches, leashes, collars, harnesses, vests, carriers, etc.
- Work with the Executive Director to establish an annual training budget. Follow the budget when making purchasing and staffing decisions. Discuss budget adjustments with the Executive Director, and make recommendations that will ensure the profitability of the organization
- Investigate complaints. Resolve complaints in a manner that supports the organization's mission and policies. When appropriate, advise complainants of your resolutions
- Mediate disputes between training staff and others. Ensure that all sides are fairly heard and considered and that the dispute resolution is just
- Develop friendly, professional relationships with boarding clients, volunteers, board members, donors, visitors and service dog clients

Hiring Tasks

- Work with Executive Director to recruit new employees by posting notices, placing classified advertisements in paper and on computer, attending job fairs, and via direct solicitation. Create advertisements for staff positions and determine where to advertise to most effectively fill vacancies
- Work with Executive Director to review job applications and resumes for training personnel. Conduct phone and/or in-person

- Executes 90-day probationary plan and agreement

Training Tasks

- Train new and existing training staff to:
 1. Recognize canine behavior and body signals
 2. Follow proper socialization techniques
 3. Follow the same training protocol, praise, motivation and correction tools
 4. Recognize proper canine hygiene
 5. Ensure OSHA guidelines are followed
 6. Ensure kennel procedures are followed
 7. Recognize signs of distress and disease
 8. Ensure dogs are properly medicated and treated
 9. Recognize aggression and other problem behaviors
- Ensure that procedures and policies are followed
- Attend and participate in all staff and training meetings
- Be willing and able to teach other staff proper canine handling, canine hygiene and training skills. Keep records of all training meetings
- Establish work priorities for staff members under your supervision; Ensure that work is completed in a proper, professional, and timely manner; Maintain an efficient workflow; Seek out opportunities to further train or retrain employees

Performance-Appraisal and Termination Tasks

- Participates in all training staff annual performance review with Executive Director
- Participates in all training staff disciplinary action and review with Executive Director
- Work with Executive Director if termination of training staff is justified; Work with Executive Director and conduct exit interview, retrieve keys and all property belonging to the organization

PAY SCALE

Salary will be commensurate with training experience and education in the non-profit sector.

CERTIFICATION

Employee Signature

Date

I certify that I have read and understand the responsibilities assigned to this position.

Executive Director

Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.