

**ROYAL SOCIETY FOR THE BLIND**

**POSITION DESCRIPTION**

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**TITLE: PUPPY EDUCATION TEAM LEAD**

**DIVISION: RSB GUIDE AND ASSISTANCE DOG SERVICE**

**APPROVED BY: GADS MANAGER – March 2021**

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**MAIN PURPOSE**

The role of the Puppy Education Team Lead is to ensure sufficient supply of quality dogs are available for the RSB’s Guide and Assistance Dog programs commencing with breeding of pups until the dogs return to RSB for formal training.

The Puppy Education Team Lead is responsible to the Manager of the Guide and Assistance Dogs service and will work within a dynamic team environment.

The Puppy Education Team Lead will provide leadership to the Puppy Education Supervisors and ensure that they complete their duties to the highest standard and will:

* successfully maintain, manage and enhance, in conjunction with RSB staff, the RSB Guide & Assistance Dog puppy education program, breeding program and volunteer program.
* promote and grow the public image of the RSB Guide and Assistance Dog Service in the broader community and especially with service providers and suppliers.
* work in conjunction with the administration assistant, in the daily administration of the RSB GADS.

**PRINCIPAL ACCOUNTABILITIES**

* To provide leadership to the Puppy Education Team to ensure the objectives of the RSB’s Guide and Assistance Dog service and more broadly the RSB are met.
* To recruit, train, and support volunteer Puppy Educators, Bed and Breakfast boarders, Emergency boarders and Breeding Stock Carers to effectively support and develop all pups.
* To complete the assessment, provide effective training and wellbeing of all pups, dogs, and volunteers on the RSB Puppy Education program through regular contact and meetings with educators and supervision of placements.
* To upscale the breeding program to meet the increasing demands and continue to maintain the quality of RSB’s breeding program, ensuring genetic diversity and high health standards in breeding stock.
* To contribute to raising the awareness and understanding of the RSB Guide & Assistance Dog Service, and other related services within the broader community, by participating in community education, training programs, presentations and media as required.
* In conjunction with the administration assistant maintain accurate records, accounts, invoices and undertake other administrative duties.
* In conjunction with the administration assistant manage and support the RSB Guide & Assistance Dog Service Database and relevant RSB databases.
* To liaise with organisations, volunteers, and individuals important to and in relation to the RSB and RSB Guide and Assistance Dog Service.
* To liaise with the Service Veterinarians to provide the highest quality health cover to pups and dogs on the puppy education scheme.
* To support volunteers working in the RSB Guide and Assistance Dog office.

**DUTIES**

**Puppy Educators**

* Develop and maintain an ongoing program for the recruitment of new volunteers to meet the needs of the program.
* Assess all applicants for Puppy Educator positions, and recommend their acceptance or rejection based on all available information related to their abilities, police check and home, work, and family circumstances.
* Assess the needs and abilities of new and existing Puppy Educators and provide them with appropriate training and other support services, both in their home and other environments. This is done on both a routine basis, as well as a priority in response to emergency situations as required.
* Plan and implement a program of regular group ‘training and socialisation’ meetings for RSB Puppy Educators.
* Continually assess the competence, public image, and health and safety of Puppy Educators and their dogs and take remedial action if necessary. This includes making recommendations to the Manager for the discontinuance of Puppy Educators that do not meet the required standards.

**RSB GADS Pups**

* Select suitable mating pairs, monitor care during pregnancy and birth litters of pups.
* Analyse and assess the temperament and physical characteristics of dogs on the RSB Puppy Education program.
* Determine and apply the most suitable training methods for each individual pup, and continually review and adapt training to optimise the dog’s potential.
* Analyse and resolve training and behavioural problems for each individual pup and take appropriate remedial action, as necessary.
* Make recommendations to the Manager for the withdrawal of any dog that does not meet the required physical and temperamental standards.
* Assess dog’s suitability to commence formal training.

**Administrative**

* In conjunction with the administration assistant maintain accurate records in accordance with RSB policies, providing verbal and written information about the RSB Guide and Assistance Dog Service, volunteer and dog matters, to the required standard of detail and quality.
* In conjunction with the administration assistant provide an effective administrative service, including filing, invoicing, ordering stock, acknowledgment of services provided to the RSB Guide and Assistance Dog Service and management of the RSB Guide and Assistance Dog Service database.
* In conjunction with the administration assistant, liaise with Local Government and other external bodies as required, to ensure compliance with the applicable laws, by-laws, and regulations regarding the pups within the RSB Puppy Education program.
* Liaise with other RSB services, including Marketing and Fundraising, Community Services and other employees of the RSB . *Removed ‘volunteer services’*

**Awareness**

* Contribute to the awareness and understanding of the RSB Guide & Assistance Dog Service and other related services within the broader community, by participating in community education and training programs as required.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with RSB’s Human Resource (HR) policies and procedures, including (but not limited to), RSB Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of RSB quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Undertake your duties and responsibilities in a safe and proper manner that observes RSB’s Work Health and Safety (WHS) policies, procedures and operating practices and do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.
* Undertake any other duties as required by the Manager of the Guide and Assistance Dogs service.

**PERSON SPECIFICATION**

**Essential Criteria**

* Proven experience in the development and training of pups and dogs or the capacity to quickly and successfully learn how to develop and train pups and dogs.
* A strong commitment to working within a small and innovative service, with the capacity to contribute to the attainment of excellence in all aspects of service delivery.
* Excellent interpersonal and communication skills, including the ability to relate to persons of all ages.
* Strong computer skills in including word processing, spreadsheet, and database applications
* Strong personal organisational, planning, and prioritising skills.
* The ability to professionally represent the RSB in the community, including providing presentations, media work and public speaking.
* An empathy for people with disabilities.
* A current Driver’s Licence that is recognised in South Australia and an ability to travel extensively during your daily work.

**Desirable Criteria**

* Experience in the leadership and supervision of staff including knowledge of recruitment and employment.
* A formal qualification and accreditation or proven experience that is recognised by the International Guide Dog Federation (IGDF), as a Puppy Education Team Lead or equivalent.
* Proven experience in dog breeding programs and genetics.
* Proven experience in the recruitment and training of volunteers.
* Proven experience coordinating, training, and working with adults of all ages.
* Qualification in veterinary field.
* Tertiary qualification in a related field.
* Working within an International Guide Dog Federation accredited school will be highly regarded.

**SPECIAL CONDITIONS**

* Weekend and after-hours work is a requirement of this role, and some flexibility in working hours will be required.
* Occasional country travel will be required.
* The role requires flexibility with working in volunteer homes, outdoor environments, and training venues.

**KEY PERFORMANCE INDICATORS**

* Maintain breeding colony of minimum 6 breeding females, 2 breeding males and 30 frozen sires. Increase genetic diversity to maintain and improve quality of stock.
* Whelp minimum 6 litters per year, providing at least 36 dogs to be available for puppy education, with the view to scale up the breeding program in line with organisational requirements.
* Ensure mandatory health procedures and checks conducted within relevant timeframes.
* Ensure the number and quality of dogs if sufficient to meet demand for formal training.
* Recruit sufficient number of skilled volunteers to support all aspects of RSB GADS activities.
* Maintain minimum 80% volunteer attendance at classes.
* Complete pre-allocation temperament test in 7th week of whelp.
* Complete 6, 9 and 12-month temperament assessments within 14 days of dog acquiring this age.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**