



OPERATIONS

Job Title:	Rehabilitation Trainer
Reporting to:	Assistant Manager Operations / Assistant Manager Behaviour
Location:	Rehoming Centre

Job Purpose:

This role implements dog training and behaviour activities in the rehoming centre. As a dog trainer the role spends time with dogs one on one putting into place training and behaviour modification programs.

The post holder will engage with members of the public on a regular basis to help rehome the dogs within the rehoming centre. The Rehabilitation Trainer will support the centre's behaviour team in delivering pre-adoption talks to members of the public, undertaking pre-intake assessments, and explaining dog's character assessments to potential adopters. As part of their training activities, the post holder will be working with the centre dogs and keeping management/behaviour teams updated on dog's progress and needs, as well as providing guidance and support to colleagues (staff and volunteers) on dog training.

About the Department and role:

Dogs Trust is the largest dog welfare charity in the UK with a nationwide network of rehoming centres and charity shops. Dogs Trust centres care for approximately 15,000 dogs a year; we never put a healthy dog down.

Accounting for over 60% of the Dogs Trust workforce (comprising c. 850 employees and c. 2,500 volunteers), the Operations Directorate is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation and rehoming of dogs. The Directorate is split between four functions; 20 rehoming centres, the Contact Centre, a field-based team and a team in the London office. The rehoming centres also house a variety of other Dogs Trust teams.

Rehoming centres aim to successfully rehome as many dogs as possible. Each rehoming centre strives to achieve excellence in our logistical and rehoming processes as well as our, already high, canine welfare and customer experience standards.

Normal hours in this role are 40 per week. Expected working pattern is to be 5 shifts per week, which may include some late shifts (11am – 8pm). Weekend working will be agreed with the line manager and is likely to be at least two weekends per month. Your rota can also require you to work on a Bank Holiday. Depending on the rehoming centre, the role may also include night duties (5pm-8am) which will require staying on-site in staff accommodation.

Key Job responsibilities	Percentage of time*
Work closely with the management/behaviour teams to implement management, training and behaviour modification programmes for dogs. These are to be progressive and include what is most important to the individual dog to prepare them for their forever home.	20%

Take responsibility for canine carer duties (kennel cleaning, feeding, providing medication, socialisation and walking) for dogs in your direct care (usually no more than eight at a time).	20%
Keep accurate records of assessments, training programmes and the progress of dogs in training	10%
Assist the behaviour team within the rehoming centre with the intake assessment of dogs admitted to the rehoming centre.	10%
Conduct on-going assessments of dogs to get them ready for rehoming, identify any changes relevant to their welfare in the kennel environment and to identify signs of potential problem behaviours.	10%
Support members of the public with individual dogs' training programmes, one to one with potential owners, pre-adoption talk and general rehoming when required	10%
Assist the behaviour team to meet the companionship needs of dogs through the mixing and socialisation of dogs, with a view to pair housing compatible dogs.	<5%
Conduct home visits or assist with training of Dogs Trust dogs in their forever home.	<5%
Provide guidance and support to colleagues in the practical day-to-day implementation of training and behaviour modification programmes	<5%
Kennel duties – all rehoming centre staff may be required to work in the kennels on occasions, performing Canine Career duties. What percentage of time this is will depend on the needs of the rehoming centre but isn't expected to be more than 10% of the duties performed over an average year.	<10%
Any other reasonable duties.	<5%

*For guidance only. This is averaged out over the year.

Other key areas of activity:
Management of Resources:
All employees are responsible for managing their own time and resources. Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness
Financial Responsibility:
No budget responsibility. All employees are required to be mindful of expenditure and adhere to the expenses policy. All staff have an obligation to ensure that charity funds are used and spent to benefit dog welfare.
Management of people:
No formal line management responsibility. All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre.
Health and Safety:
All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.
Data Protection:
All employees are responsible for ensuring they understand and apply the rules and policy for data management.
Major internal and external relationships:
Colleagues (staff and volunteers) in the rehoming centre (including non-operations team members based at the rehoming centre), Members of the public,

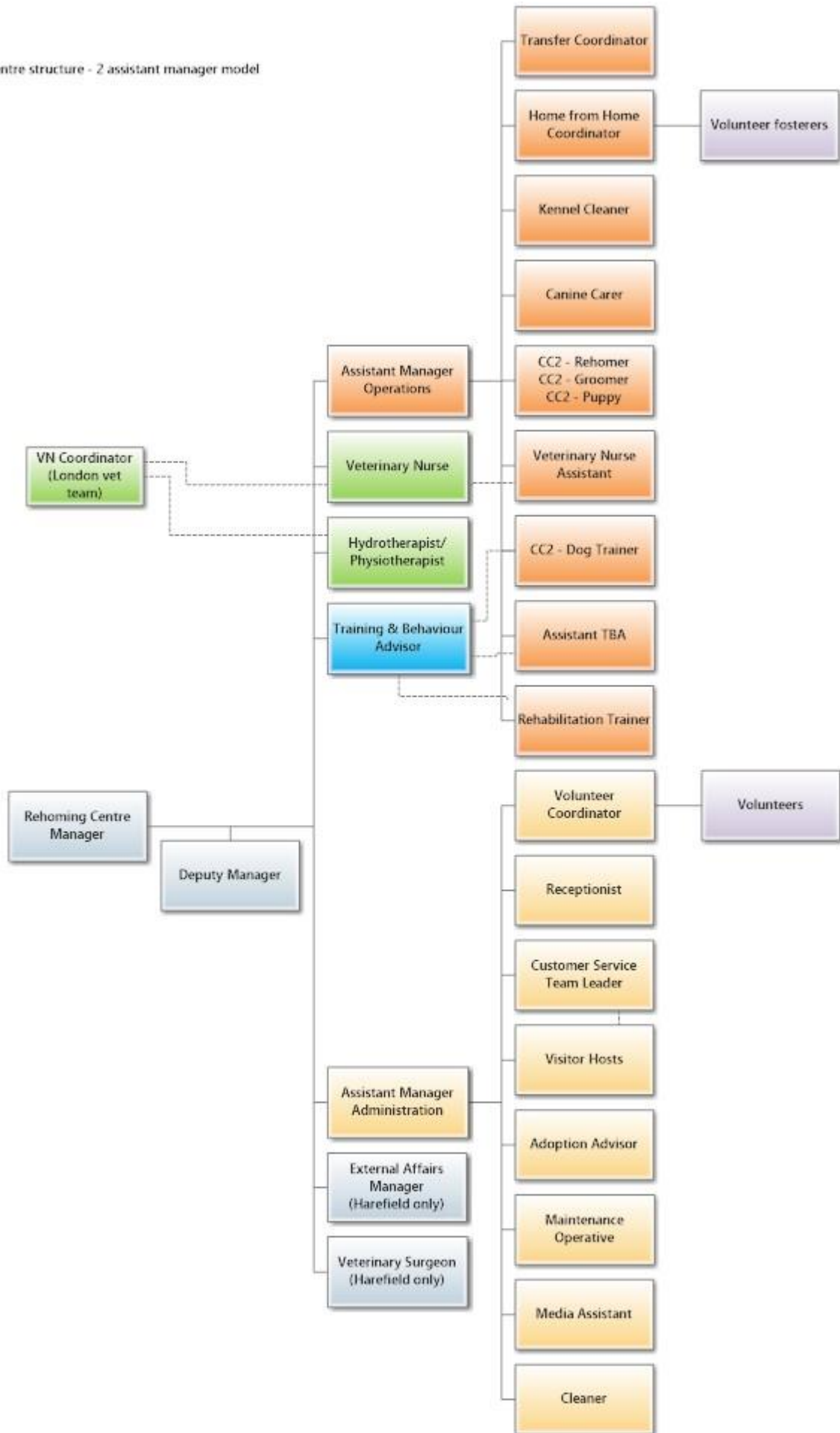
Person specification:	A	I	E
Educational qualification, skills, experience and behaviours			
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.		I	E
Hard working, enthusiastic and a team player.	A	I	
Excellent communication and interpersonal skills (verbal and written).		I	E
Good organisational and time management skills	A	I	

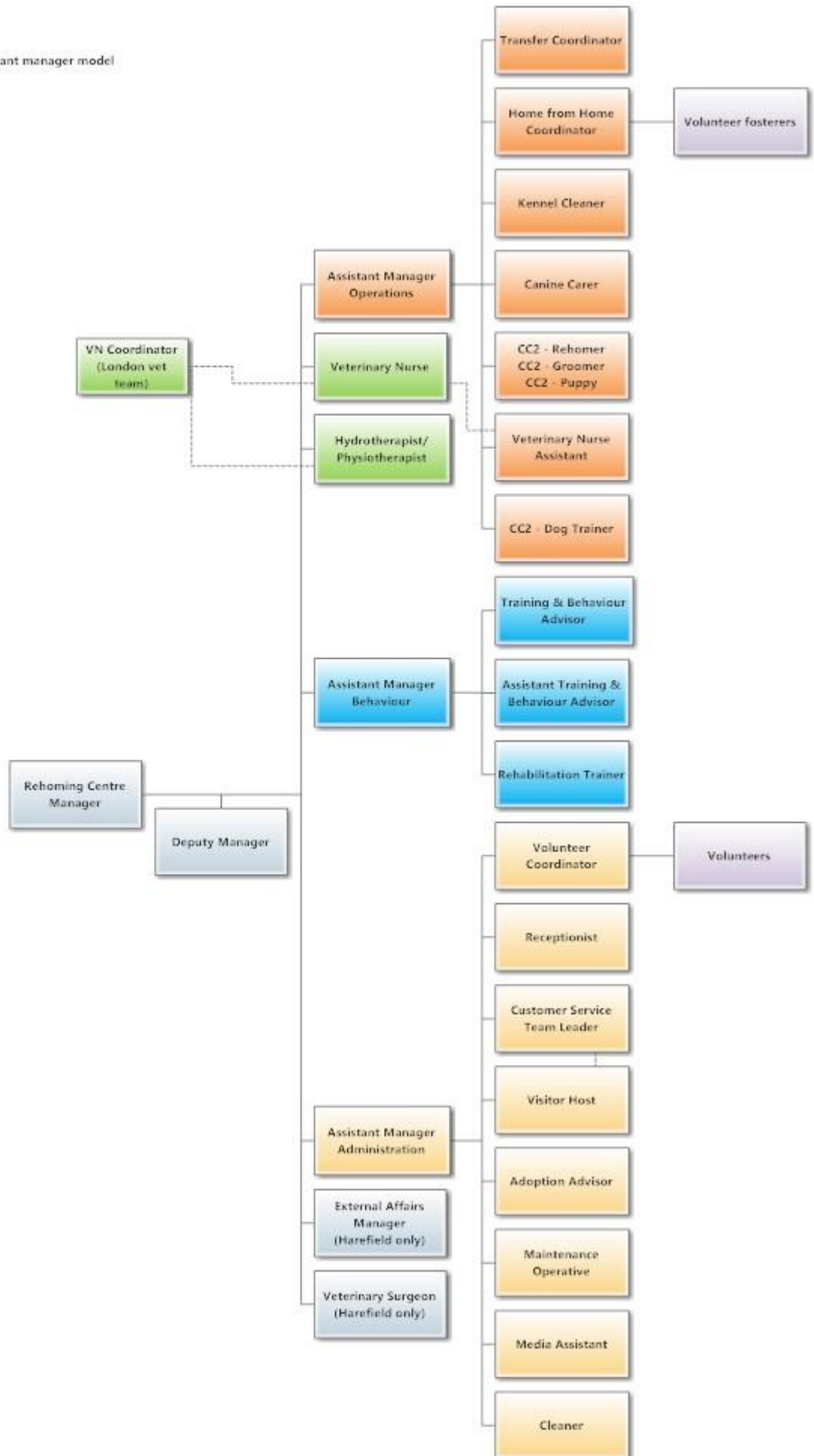
Reliable and flexible	A	I	
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate.	A	I	
A good knowledge of dogs and understanding of dog behaviour and their welfare requirements	A	I	
A good understanding of positive reinforcement techniques	A	I	E
Experience of working and training a variety of dogs	A	I	
Experience of implementing positive reinforcement training	A	I	E
A good understanding of dog behaviour, including the ability to read canine body language, facial expressions and vocalisations, and understand how these relate to the emotional state of dogs			
A good understanding of the importance of great customer service, ideally with experience of providing excellent customer care	A	I	E
Administrative skills, including use of MS Office and computerised systems	A		
Commitments to the aims and objectives of Dogs Trust	A		
Ability to travel, including staying away from home on occasion, for training, meetings and conferences.	A		
Full, clean manual UK driving licence and confident driving a variety of vehicles	A		
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role	A	I	E
Emotional resilience to manage the potentially emotional demands of the role		I	
A qualification in animal care, training and/or behaviour would be desirable	A		
Experience of working in a kennel/rehoming/welfare environment would be desirable	A		
Revised: January 2019			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task

An organisational chart for a typical rehoming centre

Rehoming centre structure - 2 assistant manager model
June 2019





The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.