



Operations - Rehoming

Job Title:	Canine Carer
Reporting to:	Assistant Manager Operations
Dogs Trust Grade:	G
Location:	Rehoming Centre

Job Purpose:

Provide the highest levels of care and welfare management to dogs in the rehoming centre; working towards preparing them for rehoming and ensuring the most suitable home is found for each dog.

Working within Dogs Trust's Standard Operating Procedures and health & safety guidelines and deliver excellent customer service to ensure suitable forever homes are found for the dogs in our care.

Overview of the Department/Team

Dogs Trust is the UK's largest dog welfare charity with a network of 21 rehoming centres in the UK and fostering schemes. Dogs Trust believes every dog deserves to live life to the full.

Rehoming Operations is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation, and rehoming of dogs. Rehoming Operations is split into three functions: rehoming centres and fostering schemes, a field-based team, and a team in the London office. The rehoming centres also provide space for a variety of other Dogs Trust teams.

Rehoming centres and fostering schemes aim to successfully rehome as many dogs as possible. Each strives to achieve excellence in our logistical and rehoming processes as well as our, already high, canine welfare and customer experience standards, in a fast-paced and ever-changing working environment.

Key areas of accountability

Provide the utmost care and welfare to dogs in the centre through undertaking a number of key activities. These will include, but are not exclusive to:

- Follow Standard Operating Procedures and health and safety guidelines to maintain the cleanliness of kennels to the highest standards including cleaning and disinfecting animal accommodation, drains, exercise areas, food preparation areas, laundry, and outside areas.
- Ensure positive welfare for each dog through play, enrichment, exercise, socialisation, and training.
- Prepare food and water for each dog in your care.
- Groom dogs as necessary.

<ul style="list-style-type: none"> • Keep thorough records of each animal using kennel diaries, kennel boards, computer systems and other documentation in accordance with procedures and data protection legislation. • Carry out daily health checks and report any physical changes to the centre's veterinary team/management.
Carry out assessments of the dogs in your care, highlighting any behaviour or welfare concerns to centre's behaviour/management team. Under supervision of the behaviour team, implement and assist with Behaviour Modification Programmes and conduct welfare scores. Working closely with your specific project dog under the guidance of the behaviour/management team.
Under the instruction of the rehoming centre veterinary team, ensure medication is administered, assist the veterinary team in veterinary consultations, prepare, bath and transport dogs for neutering and any other operations. Adhere to barrier nursing protocols outlined by the management/veterinary team when dealing with infectious dogs and transfer arrivals.
Proactivity engaging with members of the public, always acknowledging customer presence in the rehoming centre. Work as part of a team delivering the highest level of customer service, discussing adoption applications, answering queries, and matching and rehoming dogs effectively including translating dog's character assessments to customers and introduce dogs to potential adopters confidently and safely. Promote both Dog School and Post Adoption Support to customers.
Report any faulty or damaged equipment to the management team/Maintenance Operatives.
Assist the Media Coordinator to promote dogs available for rehoming and updating website profiles including photos.
Any other reasonable duties.

Person Specification:

Essential skills, qualifications, experience, and attributes

A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.
Hard working, enthusiastic and a team player.
Excellent communication and interpersonal skills (verbal and written).
Good organisational and time management skills.
Reliable and flexible.
Able to work in fast paced, pressured environment.
Able to work on own initiative, problem solve and have good judgement to escalate issues or seek guidance as appropriate.
A knowledge of dogs and their welfare requirements.
A good understanding of the importance of great customer service, with experience of providing excellent customer care.
Administrative skills, including use of MS Office and computerised systems.
Commitments to the aims and objectives of Dogs Trust.
Ability to travel, including staying away from home on occasion, for training, meetings, and conferences.
Full, clean manual UK driving licence and confident driving a variety of vehicles.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role.
Emotional resilience to manage the potentially emotional demands of the role.
<i>Desirable skills, qualifications, experience, and attributes</i>
A qualification in animal care, training and/or behaviour.
Experience of working in a kennel environment.

Additional information

The working pattern 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 occasional night duties (5pm-8am) which will require staying on-site in staff accommodation.

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.

All employees are responsible for ensuring they stay up to date with organisational training, knowledge and information through accessing the intranet, virtual learning environment and other digital platforms on a regular basis.

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.

All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre, for which training is provided.

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.

All employees are responsible for ensuring they understand and apply the rules and policy for data management.

Last Revised: March 2024

Please see the organisational chart provided separately to see how this role fits in with the rehoming centre structure.

