



Operations - Rehoming

Job Title:	Rehabilitation Trainer
Reporting to:	Assistant Manager Operations/Assistant Manager Behaviour
Dogs Trust Grade:	F
Location:	Rehoming Centre

Job Purpose

This role implements dog training and behaviour activities for under rehoming centre care (in kennels and foster care). 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 information 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 dogs under centre care and keeping management/behaviour teams updated on dogs' progress and needs, as well as providing guidance and support to colleagues (staff and volunteers) on dog training.

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

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.

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).

Keep accurate records of assessments, training programmes and the progress of dogs in training.

Assist the behaviour team within the rehoming centre with the intake assessment of dogs admitted to the rehoming centre's care.
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.
Support members of the public with individual dogs' training programmes, one to one with potential owners, pre-adoption talk and general rehoming when required.
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.
Conduct home visits or assist with training of Dogs Trust dogs in their forever home.
Provide guidance and support to colleagues in the practical day-to-day implementation of training and behaviour modification programmes.
<p>Kennel duties – all rehoming centre staff are required to work in the kennels, performing Canine Carer duties. What percentage of time this is will depend on the needs of the rehoming centre.</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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. ○ 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. • Under the instruction of the rehoming centre veterinary team, ensure medication is administered, assist the vet and vet nurse 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
<i>Essential skills, qualifications, experience, and attributes</i>
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 on own initiative and have good judgement to escalate issues or seek guidance as appropriate.

A good knowledge of dogs and understanding of dog behaviour and their welfare requirements.
A good understanding of positive reinforcement techniques.
Experience of working and training a variety of dogs.
Experience of implementing positive reinforcement training.
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.
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/rehoming/welfare 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 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.
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. Rehabilitation trainers will receive a one day first aid training course upon completion of the probationary period.
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.