



## Operations - Rehoming

<b>Job Title:</b>	Home from Home Coordinator
<b>Reporting to:</b>	Assistant Manager Operations
<b>Responsible for:</b>	Volunteer foster carers
<b>Dogs Trust Grade:</b>	F
<b>Location:</b>	Rehoming Centre

### Job Purpose

To recruit, induct, train and retain volunteer foster carers. To ensure animal care is provided to Dogs Trust standards and work with rehoming centre colleagues to find permanent homes for fostered dogs.

As part of the rehoming centre team, the Home from Home scheme provides care in the homes of volunteers for dogs that will benefit from being out of the kennel environment. Typically, these are dogs who are kennel stressed, bitches with puppies, elderly dogs and dogs with medical conditions.

### 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

Foster carer supervision, including:

- Work with the Media Coordinator and Volunteer Coordinator to promote the scheme to recruit volunteers.
- Interview and select suitable volunteers, performing home visits to check on suitability of environment.
- Work with the Volunteer Coordinator to ensure that volunteering standards are adhered to and provide the necessary training.

Dog management, including:

- In conjunction with the centre's behaviour and veterinary teams, identify dogs suitable for a foster placement.
- Transport dogs to start fostering placement, for veterinary appointments and to meet potential adopters.
- Assist the veterinary team in veterinary consultations for dogs in foster care.
- Check on a dog's progress, carrying out keep in touch phone calls and home visits.
- Work with the Media Coordinator to promote dogs available for rehoming on foster placement.
- Work with the Adoption Advisors to find suitable adoption applications for dogs in foster care ready for rehoming.

Kennel duties – all rehoming centre staff may be required to work in the kennels on occasions, performing Canine Carer 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

Any other reasonable duties.

### **Person Specification**

#### *Essential skills, qualifications, experience, and attributes*

Experience of handling and rehoming dogs in a working environment.

Experience of working with volunteers including, recruitment, selection and providing feedback.

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.

Ability to work on own initiative, with minimum supervision, and have good judgement to escalate issues or seek guidance as appropriate.

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.

Ability to demonstrate tact and discretion when dealing with sensitive and confidential information or situations.

Able to work in fast paced, pressured environment.

Commitments to the aims and objectives of Dogs Trust.

Ability to travel, including staying away from home on occasion, for training, meetings, and conferences.

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.

Full UK driving licence and confidence driving a variety of vehicles.

#### *Desirable skills, qualifications, experience, and attributes*

A qualification in animal care, training and/or behaviour.

### **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. The Home from Home Coordinator will have a small budget for the provision of supplies/equipment for fostering.

Supervision of the fostering volunteers. 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.

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

**Last Revised: August 2024**

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

