



## Veterinary - Outreach

<b>Job Title:</b>	<b>Freedom Caseworker</b>
<b>Reporting to:</b>	<b>Freedom Team Leader</b>
<b>Dogs Trust Grade:</b>	<b>F</b>
<b>Location:</b>	<b>Home-based with travel across the region</b>

### Job Purpose

Freedom Caseworkers support Freedom in delivering the service by processing all dog referrals and placements, as well as recruiting and supporting volunteer foster carers. Freedom Caseworkers also provide updates and support to dog owners who have found freedom from domestic abuse. There is also an amount of stakeholder liaison with other agencies, including referrals agencies, animal welfare/fostering organisations and vets.

### 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.

The Outreach team run several services supporting pet owners who are homeless or in housing crisis in the UK, this includes Freedom, a pet fostering service for people finding freedom from domestic abuse. However, most of our referrals come from women fleeing domestic abuse via women-only services. The service places dogs into volunteer foster homes on a temporary basis until their owners are able to be reunited with them. Freedom runs in Greater London and the South East, Yorkshire, the North East, the North West, East Anglia, the Midlands, Scotland and Wales.

### Key areas of accountability

Assist with the referral and placement process escalating any concerns to the Freedom Team Leader where needed. This includes:

- Liaising with clients experiencing domestic abuse and referral organisations such as women's refuges, the police and housing departments.
- Assessing the suitability of referrals to the project in accordance with Freedom referral policies.
- Matching dogs referred to the project with volunteer foster carers, helping to ensure suitability and health and safety at all times.
- Collecting, transporting, and delivering dogs to and from safe locations, including refuges and volunteer homes within Yorkshire with some travel to other parts of the UK required on occasion.
- Maintaining the project vehicle assigned to you in liaison with the Freedom Team Leader and Facilities Dept.

Monitor the welfare and behaviour of foster dogs during each placement helping to ensure the safety and welfare of foster dogs and volunteers, escalating any concerns to the Freedom Team Leader where needed. This includes:

<ul style="list-style-type: none"> <li>• Conducting home visits to volunteer foster carers providing support and advice on dog training.</li> <li>• Ensuring veterinary cover is in place for all foster placements by signing up private veterinary surgeries to our veterinary payment and invoicing procedures, working closely with the relevant internal teams to ensure all treatment and advice is approved.</li> <li>• Covering the out-of-hours Freedom mobile phone rota (currently one week in every ten).</li> </ul>
<p>Maintain regular contact with owners (clients), escalating any concerns to the Freedom Team Leader. This includes:</p> <ul style="list-style-type: none"> <li>• Updating owners on their dog's progress on a regular basis during the foster placement and contacting them immediately in the case of any veterinary/behavioural issues.</li> <li>• Receiving updates on their housing progress with their support agency and following up on housing applications as part of our client case review policy.</li> <li>• Making arrangements with owners to reunite them with their dogs and when required, arranging for permanent rehoming, liaising with Dogs Trust Rehoming Centre staff (UK wide).</li> </ul>
<p>Assist with the recruitment and retention of volunteer foster carers by:</p> <ul style="list-style-type: none"> <li>• Following a set recruitment process assessing suitability of volunteers by carrying out home checks, interviews and referencing.</li> <li>• Helping to ensure volunteers are made aware of and kept up to date regarding service procedures and are included in retention activities and events.</li> <li>• Attending volunteer recruitment events and assisting with recruitment activities.</li> </ul>
<p>Assist with the promotion of Freedom to referral organisations such as refuges, domestic abuse support services and the police, attending promotional events and helping to establish effective networking relationships in your region to raise the profile of the service.</p>
<p>Cover the day-to-day running of the service/office in the absence of the Freedom Team Leader, liaising effectively with the wider Freedom/Outreach Projects team and other internal Dogs Trust departments where required.</p>
<p>Any other reasonable duties.</p>

<p><b>Person Specification</b></p>
<p><i>Essential skills, qualifications, experience, and attributes</i></p>
<p>Proven experience and overall competency in assessing and handling a variety of dogs and breed types within the rescue or rehoming sector.</p>
<p>Proven experience of giving dog welfare advice to owners and handlers and an understanding of basic dog training and behaviour advice using positive reinforcement.</p>
<p>Experience of home visiting in either a voluntary or paid capacity.</p>
<p>Experience of working in a public facing role.</p>
<p>Knowledge and/or experience of working with volunteers.</p>
<p>Confident and personable communicator (written and face-to-face), able to deal with sensitive and challenging situations in an appropriate and mature manner.</p>
<p>Ability to assess situations and make quick and sometimes difficult decisions in challenging situations.</p>
<p>An understanding of the problems faced by people fleeing domestic abuse with pets.</p>
<p>Motivated and flexible attitude to support referrals, pet owners, volunteers, and other team members.</p>
<p>Self-starter who is confident managing their own day to day workload.</p>
<p>Proven experience of ability to communicate as part of a team and to prioritise and take responsibility for own workload.</p>
<p>I.T literate, able to use Microsoft Office (Word, Excel, Outlook, and PowerPoint) and in-house databases (Salesforce).</p>
<p>Proven experience and overall competency in assessing and handling a variety of dogs and breed types within the rescue/rehoming sector.</p>
<p>A valid driving licence and experience of driving as part of a previous role.</p>
<p><i>Desirable skills, qualifications, experience, and attributes</i></p>
<p>Experience of driving a small van and transporting animals as part of a previous role.</p>

Experience of providing basic dog training and behaviour advice using positive reinforcement.  
Experience of managing and supporting volunteers.

**Additional information**

A basic Disclosure and Barring Service Check (DBS) will be required for this role.

Due to the nature of this role, this post is for women only and is exempt under Schedule 9 of the Equality Act 2010.

While the working hours for this role will typically be 9am to 5pm, the post holder will be required to undertake occasional out of hours working to support the needs of the service.

**Last revised: April 2024**

