

Guide Dog Trainer

Position Level	Team Member	Department	Guide Dog Services
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Dog Services Operations Supervisor		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The primary purpose of the Guide Dog Trainer is to assess dogs' suitability for the Guiding and Autism assistance dog roles and train dogs to perform this role to GDSA/NT and International Guide Dog Federation (IGDF) standards. This role also supports and supervises Guide Dog stock and works closely with Guide Dog Mobility Instructors and the Puppy Development Program.

■ Position Responsibilities

Key Responsibilities

- Undertake assessment of prospective dogs for the Autism Assistance Dog, Pets as Therapy and Guide Dog training programs including temperamental suitability in collaboration with the Guide Dogs Mobility Instructor and Dog Services Operations Supervisor.
- Assess and train Guide Dogs and Autism Assistance Dogs as required.
- Ensure records and statistical databases are accurately maintained to enable statistical reporting and that all documentation meets the ISO/Quality standards of the organisation.
- Liaise with Puppy Raising Advisors and Guide Dog Mobility Instructors.
- Assist with the education and support of volunteers.
- Ensure all pups and dogs receive appropriate care and monitor their welfare.
- Continue to develop dog training skills and the ability to train dogs to an advanced standard by adopting a positive and dog focused approach in order to meet the dog's needs.
- Liaise with the Dog Services Operations Supervisor and Guide Dog Mobility Instructors regarding potential matches for the client awaiting allocation of dogs.
- Communicate effectively with the Guide Dogs Services team, adopting a group consultative approach and problem solving approach to establish work priorities and best practice.
- Assist with the interview and home inspection process for volunteers to assess suitability for boarding roles as required.

- Assist in the education and support of volunteers.
- Assist in public relations activities such as talks, photo shoots and staff education.
- Pro-actively develop and maintain strong relationships with clients, volunteers and other key contacts to strengthen brand awareness.
- Ensure relevant documentation is completed for training sessions, maintain documentation and prepare written reports within the organisation's systems and processes.
- Participate in client, staff and volunteer training programs to teach basic dog handling skills.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience and aptitude for working with dogs – essential.
- Demonstrate a thorough understanding of the principles of behavioural science.
- Demonstrate an understanding of positive reinforcement techniques and an ability and willingness to utilise with all dogs in training.
- Proficient in the use of Microsoft Office and other software skills relevant to area of expertise.

General Competencies

- Proven ability to apply a holistic best practice approach to suit the individual dog's temperament – essential.
- Demonstrated ability to work autonomously, prioritise tasks, organise time effectively and work under pressure.
- Demonstrated ability to work independently to achieve tasks.
- Proven ability to work and collaborate in a team environment to achieve outcomes.
- Initiative and analytical skills.
- Proficient in administration and computer literacy.

Qualifications/Licenses

- Formal certification as a Guide Dog Trainer by an IGDF certified accredited School.
- SA Driver's Licence or equivalent.

Core Leadership/Behavioral Capabilities

- **Strategic Direction:** Generates and considers options for actions to achieve long-term organisational goals including cost; benefits; risks; timing; buy-in; legal and ethical constraints.
- **Change:** Responds positively and effectively to change and encourages and supports others to respond positively to change and the future directions of the organisation. Assist self and others to overcome resistance to change.
- **Commercial Awareness:** Demonstrates a range of capabilities appropriate to the position, in areas such as **commercial awareness**, financial competence and business performance reporting to ensure sound decision making.
- **Customer Service:** Builds effective relationships with a range of key stakeholders and works successfully with diverse groups.
- **Team Participation:** Collaboratively works with team members to encourage, support and motivate team performance and looks for opportunities to reinforce, reward and celebrate achievements.
- **Positive Disposition:** Models professionalism, adopts high ethical and professional standards, commands attention and respect, and instils confidence needed to succeed; builds trust among team members.
- **Self-Awareness:** Understands own strengths and weaknesses as well as impact on others; is open to feedback from others.
- **Personal Well-Being:** Exhibits a personal energy to achieve success, balances work priorities with personal life so that neither is neglected; maintains healthy lifestyle.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct.
- Comply with the Work Health and Safety management system.
- Undertake a police check prior to commencement and every 3 years thereafter.
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements.
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

Signature

Print Name

/ /

Approved by Manager

Signature

/ /

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.