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| **Job Title:** | **Training Assistant**  | **Job Category:** | Dog trainer |
| **Department:** | Dog and Client | **Reporting to:** | Dog and Client Manager |
| **Location:** | Hounds for Heroes HQRamsdean, Petersfield | **Travel Required:** | Yes, currently UK and Northern Ireland only  |
| **Salary Range:** | On application | **Position Type:** | Full time  |
| **Vehicle supplied:** | Own transport to place of work required. Charity vehicles are available to use for transporting dogs during the working day. | **Hours of work:** | Full Time 37.5 hours work pattern to be agreedAdditional weekend and unsocial hours as necessary from time to time with appropriate payment/time off in lieu |
| **HR Contact:** | Sarah Harold | **Date posted:** |  |
| **Applications Accepted By:** |
| **E-MAIL****sandraparton@houndsforheroes.com** | **Mail:**FAO: Sandra PartonHounds for HeroesUnit 2BRookery Farm BuildingsRamsdeanPetersfieldHampshireGU32 1RU |
| **Job Description** |
| **Role:**Hounds for Heroes provide specially trained assistance dogs to injured and disabled men and women of both the UK Armed Forces and the Emergency Services. Through this provision, our aims are to provide help and practical support leading to an enhanced quality of life for our clients. This role includes involvement in both the puppy and advanced training departments. It would suit someone with some experience of working or volunteering with dogs at either a kennels or a rescue centre, but looking to grow skills and experience in working with assistance dogs. As a member of a small team, the successful candidate will need to be flexible and prepared to support with the tasks necessary for the smooth running of the department.All our dog training is based at our Headquarters in Ramsdean, Petersfield. Our puppies are cared for by volunteer puppy parents under the guidance of the puppy trainer. During this period, they attend weekly puppy classes and regular one to one training sessions. Once ready, the puppies move to advanced training where they attend the centre daily. At this stage, under the guidance of the advanced trainers they learn client-specific tasks such as picking up items and summoning assistance. **Duties and Responsibilities** * Assist with puppy classes
* Support advanced trainers with day to day dog training
* Accompany advanced trainers on visits to potential partners and established partnerships (potential overnight stays)
* Follow one-to-one training plans with individual dogs under guidance
* Work with the training team to ensure a smooth transition between puppy and advanced training, including arranging kennel breaks for puppies
* Transport dogs to and from kennels
* Assist with residential courses where dogs are matched with potential partners (could involve overnight stays)
* Assist in recruiting puppy parents and weekend foster homes, including advertising, interviewing and conducting home checks
* Assist with arranging puppy holiday and emergency cover
* Collect puppies from breeders and deliver to puppy parents
* Organise induction sessions for new puppy parents
* Organise equipment for puppy parents
* Order equipment, food and veterinary supplies for puppy parents and Partners
* Ensure all monthly puppy reports are collected and checked
* Record keeping
* Assist in improving processes within the dog department
* Support marketing & fundraising activities where the presence of a puppy/dog is beneficial/appropriate

**Duties and Responsibilities - General:*** General cleanliness of the working environment including washing dog beds, disinfecting dog equipment and dog food preparation
* Joint responsibility for ensuring the cleanliness of the charity vehicles which are used to transport dogs
* Uphold and promote the charity’s values at all times
* Act professionally, honestly and ethically when dealing with colleagues, volunteers, 3rd parties and the Board of Trustees
* Assist with other charity activities as reasonably required from time to time
* Undertake all duties with full regard to the Health and Safety Policies and legislation, taking responsibility for the health and safety of all volunteers whilst they are working on the charity’s business
* Ensure skills and knowledge within the area of dog training are kept up-to-date and in line with best practice within the assistance dog world
* Actively participate in the charity’s staff appraisal scheme and work with the Dog and Client Manager on the maintenance of a personal development plan

**Key attributes**Essential* Relevant experience with sound knowledge of dog welfare, training and behavior
* Excellent communication skills with people at all levels
* Self-motivating and the ability to work both unsupervised and as part of a team
* Flexible attitude and a ‘can do’ approach
* Accurate record keeping skills
* Basic IT skills including familiarity with MS Office, the internet and e-mail
* Able to organise own work within a set timeframe

Desirable* Experience of working with disabled people
* Experience of working within a charity or with volunteers
* The ability to inspire confidence in dogs and their owners

**Additional Notes*** A full driving license is required
* Experience driving larger vehicles would be beneficial is desirable but not essential; training will be provided if required
* An understanding that whilst there are contracted hours, there will be times when the role requires working beyond these to ensure the welfare of the dogs, support of our puppy parents and the delivery of an excellent service to our clients
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| Reviewed By: | Sandra Parton | Date: | 15 Nov 2023 |
| Reviewed By: | Glen Grant | Date: | 15 Nov 2023 |
| Reviewed By: |  |  |  |
| Approved By: | Glen Grant |  |  |
| Last Updated By: | Glen Grant | Date/Time: | 15 Nov 2023 |