



## GUIDE DOG FOUNDATION FOR THE BLIND/AMERICA'S VETDOGS

### Service Dog Program Manager

Smithtown, New York

#### BACKGROUND

The Guide Dog Foundation for the Blind/America's VetDogs is a national leader in training and placing guide and service dogs that provide independence, enhanced mobility, and companionship to people who are blind, have low vision, or who have other special needs. The organization serves clients from across the United States and Canada.

For over 75 years, the Guide Dog Foundation (GDF) has successfully worked with individuals who are deaf-blind and those with disabilities other than blindness or hearing impairment in its trademarked small classes and personalized instruction. In addition to its guide and service dog programs, the Foundation offers extensive education and outreach programs to broaden the public's understanding of visual impairment, as well as access and disability rights.

Guide Dog Foundation created its sister organization America's VetDogs in 2003 to help those who have served our country honorably live with dignity and independence. Veterans are supported whether they are visually impaired or have other special needs, through the use of assistance dogs. Both guide and service dogs enable veterans to reclaim their independence and maximize the connections to their families, communities and country. Today, America's VetDogs represents the fastest growing segment of the organization's operations.

Unique to Guide Dog Foundation for the Blind and America's VetDogs is their role as the country's largest entity to jointly develop and train both guide dogs and multiple types of service dogs. GDF/AVD trains and places service dogs for those with physical disabilities; guide dogs for individuals who are blind or have low vision; service dogs to help mitigate the effects of post-traumatic stress disorder; hearing dogs for those who have lost their hearing, and facility dogs as part of the rehabilitation process in military and VA hospitals.

While each organization is a separate 501(c)(3) not-for-profit organization accredited by the International Guide Dog Federation and Assistance Dogs International, the two organizations share staff and other resources to ensure people with disabilities receive the best services possible.

Over the past few years, the organizations have experienced tremendous growth in revenue, brand recognition and demand for its services, having leveraged high-profile partnerships with the national media and professional sports teams.

Guide Dog Foundation and America's VetDogs have a consolidated operating budget in excess of \$21M and are supported by a staff of 180 and over 1,200 volunteers. For more information about GDF/AVD, visit their websites at: [www.GuideDog.org](http://www.GuideDog.org) and [www.vetdogs.org](http://www.vetdogs.org).

#### POSITION

Working from the organization's 10-acre campus in Smithtown (Long Island, NY) the Program Manager reports to the Chief Program Officer.

The Service Dog Program Manager is directly responsible for the staffing, supervision and training of personnel in the ten-member America's VetDogs Training Department. S/he will maintain a level of excellence in both dog training and client instruction. The Manager will provide other departments as needed with training-related support and scheduling of staff for home interviews, client follow-up, puppy-raising events, fund raising initiatives and other ancillary duties. Program adherence to Assistance Dog International standards is a priority.

## ESSENTIAL FUNCTIONS

The Service Dog Program Manager at America's VetDogs oversees a robust department that graduates approximately 100 service dogs each year. At the core of the Program Manager position will be the ability to manage and continually develop a team while maintaining strong processes and high standards of quality assurance. Working within a fast-growing organization with a stellar reputation, the Service Dog Program Manager will:

- Ensure that the Service Dog Program is adequately staffed and supervised for the dogs, clients, and staff training and organized to assist with home interviews, client instruction, client follow-up, and other ancillary functions.
- Work in conjunction with the Program Education Manager to implement staff education and training related to clients, dogs, and instructors encompassing modern technology, training procedures and employee development to foster a high level of excellence.
- Participate as a member of the AVD Admissions Review Committee and make recommendations regarding client candidacy and acceptance.
- Ensure sufficient dogs are available for training and class and that quality standards are consistently followed in the evaluation and testing for all class-ready Service dogs.
- Ensure and supervise the care and welfare of all dogs under the Training department.
- Assist staff during class in problem solving and oversee decisions concerning the final status of all individual client teams.
- Liaises with the Chief Program Officer, Prison Puppy Program Manager and appropriate staff regarding training methods and protocols for puppies that are being developed for the program.
- Support adherence to the department's budget and monitor costs throughout year while respecting the donor dollar.
- Undertake performance reviews, recruiting, and discipline as necessary.
- Adhere to GDF/AVD's safety policies and procedures and encourage others to do the same. Promptly reports incidents and accidents according to established protocols
- Works on special tasks or projects as assigned by the CEO or CPO.

## ESSENTIAL REQUIREMENTS

- Qualified service dog instructor with a minimum of 3 years' experience (post qualification).
- Innovative leader with the ability to manage team ideas/projects through to final outcomes.
- Understanding of resource management in creating and monitoring budgets and staffing.
- Ability to identify and resolve problems in a timely manner and work with others to solve complex issues.
- Excellent interpersonal, analytical and communication skills. This includes interacting with consumers and staff in an effective and professional manner.
- Able to communicate via voice mail and e-mail, effectively use word processing, spreadsheet and database applications.
- Ability to be an informed and articulate spokesperson for America's VetDogs.
- Ability to work travel; work weekends, evenings and holidays, which could include overnights in residence as needed.
- High school diploma or equivalent; B.A. college degree preferred.
- Valid driver's license in good standing and insurable at normal rates. Must be able to drive car, van or bus.
- Authorized to work in the United States

## COMPENSATION INFORMATION

The expected salary range for the position is \$100,000 - \$125,000 per year. The anticipated starting salary will take into account internal equity and may vary depending on the candidate's geographic region, job-related knowledge, skills, and experience, among other factors.

*Guide Dog Foundation/America's VetDogs is an equal opportunity employer. It is committed to ensuring equal opportunity to all persons and does not discriminate on the basis of ethnicity, national origin, ancestry, race, color, religion, creed, sex, gender, marital status, sexual orientation, age, gender identity, or expression.*

**For more information, to refer a candidate, or to apply in confidence, please contact:**

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