

Manager, Guide Dog Training

Full Time Permanent

Location: Beckwith, ON

Compensation: \$85,556 to \$106,945.00

Reports to: Director, Guide Dog Training & Apprenticeships

Direct Reports: Yes

Join us in our mission to change what it is to be blind in Canada.

Founded in 1918, CNIB is one of Canada's oldest charities. We believe our new strategic plan, **The Way Forward**, will once again revolutionize the way we serve and support our community from coast to coast. Working with us means that you'll be part of an ambitious, diverse team that's committed to changing what it is to be blind today.

We're looking for a mission-driven Manager Guide Dog Training Team who is passionate about creating more accessible, inclusive, and equitable communities across Canada where people with low vision have unlimited opportunities and can experience life free from barriers and discrimination.

Your Impact at CNIB

- Implements a comprehensive guide dog training program for individuals applying to become guide dog Handlers
- Supports the maintenance of client and canine files in accordance with CNIB and International Guide Dog Federation standards.
- Provides advice into the strategic planning processes of CNIB Guide Dogs strategy, taking multiple variables into account for the program decision making process.
- Fulfills responsibilities of a Guide Dog Mobility Instructor and/or Guide Dog Trainer in support of program as required.
- Allocates dogs coming in for training within their team of Guide Dog training professionals.
- Works effectively with other CNIB staff to support the organizations' overarching goals.
- Works effectively with the Director, Guide Dog Training & Apprenticeships to review client applications, assess eligibility, assign certified staff, monitor progress and wait times, provide insight to matching dogs, oversee training of Handlers and determining when graduation status is achieved.
- Utilizes supportive management techniques, provides supervision to direct reports including interviewing and selection of new Guide Dog Mobility Instructors and Guide Dog Trainers, the completion of performance

evaluations, approving requests for leaves of absence, approving all expenditures and providing discipline if required.

- Provides direction and support to the work of the technical team to implement new and continuously improving services within CNIB Guide Dogs' service strategies, processes, and practices.
- Coordinates work schedules for their team of Guide Dog training professionals.
- Supports the Director, Guide Dog Training & Apprenticeships to provide leadership in planning, development and implementation of programs that result in continuous service quality improvement.
- Makes recommendations regarding new program initiatives and ideas to meet consumer needs and improve service delivery.
- Ensures that all staff comply with essential file documentation in accordance with CNIB and IGDF standards.

Who you are:

Education and Experience

- Degree or diploma in related field, or equivalent work experience.
- Minimum three plus years direct work experience as Certified Guide Dog Mobility Instructor role with experience in mentoring of technical guide dog staff.
- Discipline training and/or experience specific to CNIB services.
- A combination of education and experience that align with position requirements.
- Proficient in MS Office suite software applications
- Knowledge of client management systems and adaptive technology an asset
- Knowledge and experience in working in not for profit, in the field of vision loss desired.

Knowledge and Skill Requirements

- Expert level comprehension of standards and competencies required for certification of Guide Dog Trainers, and Guide Dog Mobility Instructors
- Excellent relationship building skills; ability to teach adult learners effectively.
- Well-developed interpersonal and communication skills
- Excellent written communication and oral presentation skills
- Ability to write efficiently and accurately, and effectively for needs of the program.
- Knowledge of client management systems and change management techniques.
- Ability to collect, synthesize and analyze a broad array of variables to implement programs and processes that optimize outcomes.
- Demonstrated decision making skills; self directed.
- Excellent analytical, problem definition and problem-solving skills
- Proven time management, planning, coordinating and organization skills; proactive in initiating multiple projects on an ongoing basis.
- Professional attitude, results oriented, strategic, and flexible.
- Demonstrate passion for maintaining the highest professional standards and best practices in own work and for encouraging others to constantly strive for professional excellence.

- Personal or professional experience relating to blindness and sight loss is considered an asset.
- Personal or professional experience working with assistive technology and/or accessible environments is considered an asset.

Work Environment

- Willingness to work flexible hours.
- Occasional travel may be required.

Perks

We offer industry leading comprehensive and competitive Total Rewards packages and a wide range of perks, including:

- Flexible and hybrid working arrangements and schedules.
- Opportunities for professional development and growth, including internal inclusion, diversity equity and accessibility (IDEA) initiatives.
- Competitive paid time off inclusive of annual vacation entitlement, additional paid holidays, wellness days, and personal days.
- Group insurance benefits include dental, health and vision care.
- Employer-sponsored pension plan.
- Years of service awards and year-round rewards as part of our employee recognition program.
- Enticing internal employee referral program.

Be Part of Our Mission

Internal Posting: If this sounds like the role for you, send your application to Ben.Francis@cnib.ca , indicating the position title in the subject line.

Closing date: October 23, 2026

Please note that while we invite applications from all interested and qualified applicants, we are unable to follow-up with every applicant.

Working Together for Change

Our diversity is our strength – we take pride in our inclusive workplace. We are committed to recruiting and selecting candidates through fair, transparent, and accessible practices. We strongly encourage applications from members of groups that have been historically disadvantaged and marginalized, including but not limited to Indigenous peoples, racialized persons, persons with disabilities, people who are blind, partially sighted, or Deafblind, and those who identify as women and/or 2SLGBTQ+.

CNIB is committed to accommodating applicants with disabilities and will work with applicants requesting accommodations at any stage of the hiring process.

Learn more about our mission [here](#).

