Canine Partners for Life
334 Faggs Manor Rd.
P.O. Box 170
Cochranville, PA 19330
610-869-4902

Job Title: Director of Program & Client Services (DPCS)

Job Summary: The DPCS's primary responsibility is the management of all aspects and activities of the Program Department, as guided by the Executive Director (ED), and in support of the mission of the organization.

This employee directly supervises the Program Manager (PM), Kennel Manager (KM), Working Dog Trainers (WDT), Client Services Coordinator (CSC), and Harness Technicians (HT). This employee supports CPL clients and applicants, volunteers, liaisons, Kennel Technicians (KT), Puppy Program Coordinator (PPC), and Program Assistant (PA), as needed.

Job Duties:

- Client Services
  - Assist in all areas of Applicant Processing, including but not limited to:
    - Review all applications to initially ascertain the organizations ability to service the potential applicant.
    - Host personal interviews to further determine an applicant's eligibility for a companion or service dog with CSC.
    - Assist CSC in maintenance of communications and meetings with applicants to assure an understanding of their disability and how related physical and emotional challenges may or may not be supported by a service or companion dog.
    - Create, maintain, and present applicant files, assistive paperworks, or related materials, for application consideration against readied dogs for placement or Team Training.

- Assist in all areas of Companion Placement and Team Training, including but not limited to:
    - Planning, preparation, and participation in the placement or Team Training of each Companion or Service dog.
    - Ensure that each new recipient (or parent/guardian, when applicable) fully understands the transfer agreement and all follow-up requirements as outlined in the transfer agreement.
    - Prepare applicable materials for graduation, assist WDTs with certification testing of new recipients, and accompanied administrative tasks.
- Assist in all areas of Graduate Support, including but not limited to:
    - Provide timely and professional ongoing support and guidance to all clients.
    - Assist CSC in management of all aspects of new graduate reporting withing the first year as outlined in the transfer agreement, and continued reporting through the lifetime of the partnership as required by CPL and ADI requirements.
    - Ensure each new and existing client's compliance with submission of fully completed reports, including any required additional documentation as requested by CPL.
    - Assist WDTs and CSC in the schedule and administration of all recertification tests and issue updated CPL ID tags as warranted, as needed.
    - Guide and support CSC with management of all non-compliant and probationary follow-up requirements.
    - Notify Development team and other appropriate staff of any changes in a recipient's status, if support is needed by CSC.

❖ Program Responsibilities

- Provide quarterly reports to the ED and Board of Directors noting the numbers and status of all dogs in training and outlining current activities, projects and challenges
- Assist in all areas of Dog Training, including but not limited to:
    - Train assigned dogs, as determined by available resources and the organization's needs, in obedience, social skills, public behaviors, and service skills that reflect the type of work for which the dog is intended.
    - Ensure that each dog's training curriculum is individually structured to instill confidence and a willingness to learn.

        - Identify challenging behaviors and, along with the WDTs, develop and institute a training plan to specifically address each concerning behavior.
        - Continually monitor, evaluate and record each dog's progress in accurate training records, as directed by CPL and in compliance with ADI accreditation standards and all state regulations.
        - Attend regularly scheduled dog meetings to discuss with other program team members the progress of dogs in training, training methods, relevant volunteer involvement, and dog suitability for placement with the clients served by CPL.
        - Prepare for, teach, assist, and/or manage volunteer and incarcerated handler training classes, as needed, either on or off campus, as needed.
    - Assist in all areas of Kennel Operations, including but not limited to:
        - Along with KM, establish and support a routine of care for each animal on site that supports healthy physical and emotional stimulation, growth, and development.
        - Monitor medications and vaccinations as approved by the assigned veterinarian.
        - Acquisition of annual Pennsylvania State kennel license.
        - Assist KM in continually assessing and evaluating the needs of the kennel and with the approval of the ED, and as CPL resources allow, address those needs.
        - Ensure that the kennel environment remains safe for CPL personnel, volunteers, guests, clients, and residing animals.

❖ Other responsibilities

- Schedule and manage meetings within the Program Department as schedules and as needed.
- Attend all senior and junior level CPL management meetings.
- Supervise and host performance evaluations of staff as directed by CPL's policies and procedures.
- Promptly notify ED of any concern related to supervised staff performance or behavior.
- Ensure that the kennel facility meets all state requirements and standards set by ADI.
- Ensure that all training processes and procedures meet or exceed the standards set by ADI.

- Ensure that all training equipment is properly maintained and approve all new training equipment before it is utilized.
- Notify the ED of any concern related to the health and welfare of any CPL puppy, dog in training, breeder, ambassador, or visiting canine.
- With approval of the ED, speak on behalf of CPL at special events, demonstrations, and other activities deemed beneficial for the organization.
- Additional duties as assigned by the ED in support of the mission, as needed.

Job Hours and Special Considerations: The hours dedicated to this position's responsibilities are 40 hours weekly, 9 am - 5 pm, Monday through Friday. Flexible scheduling is allowed with approval from ED, and may be subject to change per the needs of the organization. After hours and weekend work will be required as determined by the organization's needs and will be required to effectively meet the responsibilities of this position. Attendance and assistance at special events will be determined by the organization's need, per event.

This position is an exempt position and not subject to over time provisions of the Fair Labor Standards Act. Approval must be obtained from DPCS and ED for all overtime.

Essential Functions of the Job:

- Utilize a computer and associated equipment such as printers, scanners, etc.
- Utilize a computer for word processing, email, and basic database management.
- Operate a wide variety of office equipment such as multi line phone, fax machine, copy machine, etc.
- Manage and prioritize multiple projects simultaneously in an organized and structured manner.
- Communicate effectively and professionally, orally, in writing, and via virtual meetings.
- Report to work on a regular and timely basis.
- Work extended hours as service needs dictate.
- Bend, stoop/squat, crouch/kneel, climb, stand, sit, turn/pivot and walk intermittently throughout the work day.
- Demonstrate cognitive ability to:
  - Follow directions and routines
  - Exhibit spatial awareness
  - Read words and numbers
  - Concentrate, memorize and recall
  - Identify logical connections and determine sequence of response
  - Work independently with appropriate judgment
  - Process up to 2-3 steps ahead
  - Follow policy and established procedures independently
  - Organize materials and manage time

- Demonstrate sufficient capability to perform assigned tasks and maintain proper job safety conditions.
- Work in an environment with variable temperatures, air quality and humidity.
- Work effectively both independently and within a team environment.
- Work cooperatively within a team environment.
- Work effectively in a diverse work environment with distractions.
- Demonstrate a positive and professional demeanor with all stakeholders.
- Handle/manage/train dogs up to 100 lbs. in a safe, approved, and positive manner.
- Lift, lower, push, pull, leverage and manipulate facility equipment in a safe manner.
- Work effectively around a variety of animals for the entire work period without it adversely affecting your health.
- React and adapt to changing situations appropriately and with openness to new ideas and their implementation.
- Produce written work that is error free and without A.I. reliance.
- Meet deadlines consistently and without excessive prompting.
- Perform office tasks using simple hand grasping, fine hand manipulation and reach associated with assigned tasks such as paperwork, keyboarding, filing, calculating, and use of telephone.
- Groom dogs up to 100 lbs. in a safe, approved, and positive manner; demonstrate the fine motor ability to trim nails, and clean ears on CPL canines.
- Possess a valid driver's license and be able to drive CPL vehicles for distances, at times, up to 325 miles one way.
- Demonstrate public speaking skills that are welcoming, educational, and professional for groups of all sizes both in-person and online.
- Demonstrate the ability to work and communicate with people of varying disabilities in an empathetic, professional and respectful manner.
- Demonstrate the ability to handle working canines for various service and companion tasks, in a positive, respectful, evidence-based manner.
- Demonstrate the highest level of confidentiality, respect, and compassion.

Qualifications: Minimum high school diploma is required. A college degree is preferred. Experience working with the professional care and management of working animals is required. Professional animal training certification and experience with instructing others to train dogs is required. Experience working with the disabled population strongly preferred. Current driver's license and the ability to drive CPL vehicles is required. The ability to meet clearance requirements to work safely and independently with minors is required.

Attributes: The employee must be able to work with a wide variety of dogs in a consistent, firm, and caring matter. Significant dog training experience and experience with instructing others to train dogs is preferred. The employee must have positive interpersonal skills to interact with clients, other staff, volunteers, visitors, and various professionals. The employee needs to be self-directed and able to work independently for extended periods of

time. This employee must demonstrate strong leadership and mentoring skills, creativity, perseverance, flexibility, and ability to calmly face challenges or adversity in a professional manner. Knowledge, understanding, and experience working with varied disabilities is strongly preferred. Comfort and experience in public speaking is required. Excellent organizational skills for record keeping and scheduling are required. This person must display a passion for the work and mission of CPL, and must maintain extreme confidentiality, demonstrate high standards and integrity, and respect.

Immediate Supervisor: Executive Director

Salary: $50-60K
Please email resume and cover letter to ASpoto@k94life.org