Pittsburgh Program Manager & Service Dog Training Instructor

Warrior Canine Connection – Pittsburgh, PA

Program Manager & Service Dog Training Instructor Needed - train service dogs and help Veterans! Warrior Canine Connection has an immediate opening for an experienced Service Dog Training Instructor and Program Manager at our Pittsburgh program location. If you are a passionate, experienced service dog trainer with great people skills, this just might be your dream job!

Warrior Canine Connection is a nonprofit organization with a unique and highly effective service dog training model we call Mission Based Trauma Recovery. In short, active-duty Service Members and Military Veterans with combat related stress are engaged to help us train Golden Retrievers and Labradors to be service dogs. By learning to train service dogs, these Warrior Trainers are given a chance to develop practical skills such as patience, positive reinforcement, emotional regulation, and effective communication skills, while simultaneously helping to prepare the dog to assist a fellow injured Veteran in the future.

This job requires significant dog training experience – our service dogs learn up to 90 commands during a comprehensive, two-year training process. After those two years of training, the dogs are professionally matched with a disabled Veteran who has mobility impairments or psychological injuries.

As a Warrior Canine Connection (WCC) Program Manager, the Employee will oversee and manage all aspects of the remote area daily operations, program delivery and implementation, including planning, scheduling, training dogs and Veterans, internal and external communications, staff and volunteer supervision, recruiting and hiring, as well as assisting with strategic initiatives, community outreach, and development support as needed.

As a WCC Service Dog Training Instructor, the Employee will provide one-on-one instruction and teach small group classes to these volunteer Warrior Trainers, as well as to puppy parents, and community partners.

This is a full-time position with some evenings and weekends required.

This is a job that will truly make a difference in the world, and in the lives of the individual Veterans and Service Members we work with every day.

Duties and Responsibilities

I. Program Manager:

- Manage and oversee all aspects of program delivery and implementation for all existing and new programs operated through the WCC Pittsburgh site location, including all necessary planning, scheduling, dog and Veteran training, recordkeeping, communications, staff and volunteer supervision.
- Maintain regular communication with WCC leadership, volunteers, clinical site staff, Pittsburgh area representatives, VA representatives, and other stakeholders.
- Analyze potential opportunities for program expansion, make recommendations to WCC

leadership, facilitate new relationships, cultivate existing relationships and execute approved plans.

- Work with leadership to ensure program efficacy, quality, and consistency. Communicate program information, maintain accurate records, and report on Key Performance Indicators as requested.
- Identify opportunities for program, administrative, and operational improvements, recommend appropriate modifications and document best practices.
- Work collaboratively with WCC's Development and Communications team and assist the Director of Development to support and enhance fundraising, outreach, and community activities in the Pittsburgh area.
- Help organize WCC's semi-annual celebrations and other community events.
- Assist with recruiting, onboarding and training new employees and volunteers.
- Manage assigned employees, maintain regular communication, directly oversee work product and performance, maintain records, and assist with periodic reviews.
- Create schedules and program assignments that meet staff and organizational needs, ensuring program efficacy, professional development, job satisfaction, and achievement of KPI goals.
- Mentor staff in their continued professional development; ensure that they have all information and tools necessary to succeed.
- Ensure compliance and establish policies with community partners.
- Network, with all community partners to increase referral base and develop collaborative working relationships.

II. Service Dog Training Instructor

General:

- Train Golden and Labrador Retrievers to be service dogs, from puppyhood through final placement, through the various onsite and field activities.
- Provide one-on-one instruction and teach group classes for our volunteer Warrior Trainers, puppy parents, third parties, and volunteers.
- Monitor and evaluate the dogs as they progress through training and socialization stages; enter data and complete required forms and reports in a timely manner.
- Post-placement skill enhancements, evaluations and troubleshooting.
- Maintain a clean, safe environment for the dogs and humans at the program site.
- Comply with or exceed Assistance Dog International standards and ethics.
- Participate in staff meetings, professional development and community awareness activities.
- Participate in programs, trainings, and clinical supervision as required by WCC or assigned host facility rules.
- Maintain detailed records, enter data, and complete required forms and reports in a timely manner.

Mission Based Trauma Recovery:

- Provide Mission Based Trauma Recovery (MBTR) services to recovering Warriors (Veterans, Active-Duty, and Military Family Members) at designated program site(s) in the assigned area and on field trips in accordance with program standards and goals.
- Communicate regularly with the Assistant Director of MBTR, Director of Service Dog Training

Programs and other WCC leaders, including the Executive Director, regarding program execution, potential improvements, opportunities, challenges, questions and other topics related to delivery of MBTR.

- Coordinate with any Pittsburgh Area Program Liaisons and host facility point of contact (if applicable) to ensure compliance with HIPAA, patient goals, research guidelines, medical record requirements, facility regulations and shared program goals.
- Perform program responsibilities in compliance with contract requirements, memorandums of agreement, host facility rules, instructions from WCC leaders, and WCC policies.
- Groom and care for dogs in accordance with Assistance Dogs International and WCC standards and best practices.

Canine Health and Puppy Parent Communications:

- Ensure that Routine evaluations of service dogs-in-training are completed and recommendations for appropriate placement are communicated to Director of Service Dog Training Program.
- Maintain and monitor supplies and equipment for service dogs-in-training and inform designated supply coordinator, when additional supplies and equipment need to be ordered.
- Communicate any emergency canine health problems directly to the Director of Dog Programs and Director of Service Dog Training Program as soon as they are identified.
- Ensure WCC dogs-in-training receive monthly flea, tick and heartworm preventatives and any other medications prescribed by a veterinary care provider or Director for Dog Programs.
- Transport program dogs, as directed, to receive veterinary care and provide support for exams such as eye and cardiac checks.
- Conduct Puppy Parent and volunteer classes in accordance with the schedule and according to the WCC training manual.
- Communicate with Puppy Parents regarding schedules, proper handling and care of the dogs, and ensure they complete and submit monthly reports.
- Communicate with Puppy Parents and WCC Directors regarding problem behaviors and training progress.
- Enter data and complete required forms and reports in a timely manner
- Routinely evaluate service dogs in-training at program site

Other:

- Periodically represent WCC at donor and partner's collaboration events, participate in presentations to highlight WCC's mission, and conduct demonstrations with WCC dogs as requested.
- Represent WCC in a professional manner, build and maintain positive relationships with coworkers as well as individuals, community groups, government representatives, contractors, volunteers, and organizations that support WCC and/or wounded Warriors and their families.
- Maintain valid driver's license and reliable transportation.
- Participate in meetings and staff trainings, as assigned.
- Occasional travel outside the Pittsburgh area required.
- Other tasks consistent with the above, as assigned.

Required Experience, Skills, Background:

- At least three (3) years of experience training assistance dogs or professional dog training experience and one (1) year of experience in program management.
- Experience managing programs and/or overseeing program delivery.
- Knowledge, skills, and ability to implement and teach effective service dog training methods for all phases of dog training (puppy through graduate training).
- Comfort in leading individual and group training sessions.
- Ability to interact professionally and cooperatively with recovering Warriors and their family members, Veterans with disabilities, other WCC Instructors and staff members, clinical providers, puppy parents, and the public.
- Ability to work independently with minimal supervision, take initiative, and follow through.
- Demonstrably strong work ethic, highly organized and detail oriented.
- Desire to work with Veterans and the knowledge, skills, and ability to effectively interact and work with Veterans who have experienced combat trauma and/or psychological health or physical injuries.
- Friendly, calm, mature, patient, and professional demeanor with excellent communication skills.
- Ability to instruct people with a variety of backgrounds and skill levels in the WCC training methodology and best practices for service dog training.
- Ability to learn and manage a variety of administrative processes.
- Knowledge of Assistance Dogs International standards for assistance dogs, clients, training programs, public access, and ethics.
- Basic computer skills and competency in Microsoft Office applications in order to maintain dog records, training charts, puppy evaluations, etc. Salesforce experience is a plus.
- Ability to pass background check for clearance to work on Federal property (livescan finger printing, TB tests, no felony convictions, etc.).
- Possess a valid driver's license, working vehicle and insurance.

Desirable Qualifications:

- Bachelor's or master's degree in a relevant field of study.
- Previous experience working with Veterans with combat trauma.
- Comfort and experience in public speaking, presentations and interacting with community members, sponsors and public relations partners.

Compensation and Benefits

Competitive compensation package includes salary, paid time off, medical and dental coverage, and retirement benefits for full-time employees.
Job Type: Full-time
Salary: $60,000-65,000, annually; commensurate with experience.

To Apply:

To apply for this position, please provide a cover letter and resume to HR@warriorcanineconnection.org with the subject: *Pittsburgh Program Manager & Service Dog Training Instructor*.

Warrior Canine Connection is an equal opportunity employer. All qualified applicants will be considered without regard to race, color, religion, sex, age, national or ethnic origin, disability, or any other characteristic protected by law.