Veteran and Military Family Services Manager

Warrior Canine Connection – Boyds, MD

Licensed Mental Health professional needed to work within our Veteran and Military Family Services Team!

Warrior Canine Connection has an immediate opening for a Licensed Mental Health professional at our Boyds, Maryland program location. Service dog training experience is preferred. If you are a passionate, professional with mental health experience who loves Veterans and dogs, 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. 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 WCC Veteran and Military Family Services Manager, you will manage our Veteran and Military Family Services team to provide guidance on the application process from start to finish. You will be responsible for organizing and assisting with all phases of the service dog placement process, from pre-application submissions to post-placement communications. You will bring clinical expertise to our MBTR training model and the placement of service dogs with Veterans.

This position requires state licensure and at least two years of experience as a licensed Mental Health professional.

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

What the job involves:

A. General Responsibilities:

- Review client applications and interview Veterans with disabilities who are applying for services dogs, or one of our other placement options for dogs.
- Schedule, organize, and facilitate monthly WCC Applicant Review Committee (“ARC”) meetings to review Veteran requests for WCC service dogs and other placement options. Ensure committee members receive the information needed in advance to support meaningful discussion and informed decisions.
- Communicate with client’s physical and behavioral health providers to gain more information on their physical and psychological needs for a service dog.
- Communicate with clients to determine the nature of their disabilities and if a WCC service dog can meet their physical and/or psychological needs.
- Follow up with clients if they have further questions after being informed of the WCC application review board’s decision on their request for a service dog.
- Provide WCC’s Veteran and Military Family Team and other WCC staff with information

about a Veteran's needs to determine the best potential service dog match for that client
- Provide guidance to SDTI's working with Service Members and Veterans with psychological injuries and contribute to the continued development of best practices to maximize the therapeutic benefits of the WCC program.
- Directly supervises two employees (1 FTE personnel) assigned to the Veteran & Military Family Services team. Carries out supervisory responsibilities in accordance with established policies and applicable laws. Responsibilities include interviewing, hiring, and training employees and contractors; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

B. Pre-Application Process:
- Field phone calls and emails from individuals seeking a WCC Assistance Dog ("Applicants").
- Answer questions from new and existing Applicants.

C. Application Process:
- Guide and assist Applicants throughout the entire application process.
- Ensure all application materials and supporting documents are completed and uploaded to WCC's Salesforce platform.
- Input and maintain records in Salesforce database.
- Assist in screening application materials to identify red flags and assess the appropriateness of placing an Assistance Dog with the Applicant.
- Communicate with Applicants regarding their application materials and any issues identified.
- Schedule phone calls and in-person interviews with Applicants to gain an understanding of the individuals needs and assist WCC in assessing the appropriateness of placing an Assistance Dog with the Applicant.
- Work with other WCC team members to follow up and take appropriate actions based on the decisions of the ARC.
- Maintain regular contact with those Applicants on the waiting list.

D. Placement:
- Notify Applicants when WCC has a potential dog match for them.
- Ensure that the successfully matched applicants ("Clients") understand all of the placement requirements, responsibilities, and processes.
- Work with the trainers and dog placement staff to schedule team training events.
- Assist Clients in arranging transportation, lodging, and other logistics related to team training.
- Ensure all team training paperwork is completed and correctly added to WCC's files and databases.

E. Post-Placement:
- Ensure all monthly reports are completed by the Clients and reviewed in a timely manner.
- Communicate with the dog training staff regarding any issues identified in the monthly Client reports, and act as a liaison between Clients and WCC trainers as needed.
- Schedule and organize additional training for Clients as needed.
- Schedule and organize re-certification of dog / Client teams.

F. Other:
- Enter data and ensure all program information and records are correctly maintained in WCC databases in a timely manner.
- Communicate with Applicants and Clients in a professional and timely manner during all

phases of the placement process and make every effort to ensure that Veterans who contact WCC are treated with respect and have a positive experience with the organization.

- Assist WCC leaders and directors to identify and communicate with Clients regarding attending community events and engagements in support of WCC.
- Comply with or exceed Assistance Dog International minimum standards and ethics.
- Participate in staff meetings, professional development, and community awareness activities.
- Participate in programs, trainings, and clinical supervision as required by WCC.
- Work with WCC leaders and program managers to ensure compliance with HIPAA, program goals, WCC policies, and industry best practices.
- Collect, compile, and organize data to support quarterly board reports, grant reporting, and other organizational reporting requirements Communicate any emergency situations or canine health problems directly to the department director or appropriate supervisor.
- Periodically represent WCC at events, participate in presentations to highlight WCC's mission, and conduct demonstrations with WCC dogs as requested.
- 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.
- Stay licensed by your professional board of licensure within the state of Maryland.
- Other tasks consistent with the above, as assigned.

Required Experience, Skills, Background:

- Appropriate higher education, state licensure, and at least two years of clinical experience as a Mental Health professional.
- Demonstrated experience working with individuals with TBI and/or mental health conditions, an understanding of TBI and/or PTS/PTSD symptomology, and experience working in a healthcare environment.
- Ability to work effectively as a member of a team.
- Detail oriented and demonstrably strong work ethic – this can be demanding work.
- Friendly, calm, mature, patient, and professional demeanor with excellent communication skills.
- 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.
- The ability to work independently with minimal supervision – you must learn quickly.
- Ability to prioritize work tasks – organization skills and time management are critical.
- Ability to learn and manage a variety of administrative processes.
- 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.
- This is a full-time position with occasional weekend/evening hours.

Desirable Qualifications:

Previous experience working with Veterans with combat trauma.

Possess or be able to obtain a certificate of completion from an industry-recognized animal assisted therapy education program.

Previous experience with animal assisted therapy.

Comfort and experience in public speaking, presentations and interacting with community members, sponsors and public relations partners.

Compensation and Benefits:
Exceptional compensation package including salary, medical, dental, and retirement benefits for full-time employees.
Job Type: Full-time, on-site
Salary: $75,000-85,000 annually, commensurate with experience

To Apply:
To apply for this position, please provide a cover letter and resume to HR@warriorcanineconnection.org Attention “Veteran and Military Family Services Manager.”

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. We strongly encourage qualified veterans, service members, and military family members to apply.