



PROGRAM DIRECTOR
Canine Companions for Independence
Irving, Texas

TO APPLY: <https://www.cci.org/careers.html>

SUMMARY

This position is responsible for managing the regional program operations at Canine Companions for Independence's regional campus. This includes oversight and coordination between the various program areas including client services, puppy, training, Team Training, and kennels, with support from the regional Training Manager. This position serves as the primary liaison with National program management and the regional Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed:

- Responsible for the advancement of Canine Companions' mission, vision, and core values in the region. Directs program to meet or exceed qualitative and quantitative regional goals as it relates to canines and clients.
- Recruits, manages and retains a high-performing team; creates an environment of integrity, excellence and innovation where staff is committed to achieve organizational and team goals.
- Collaborate with Executive Director to build an inclusive campus where all departments interact, celebrate, and train together as one team. Effectively communicate strategic initiatives and change cohesively at the region.
- Working with National management and in collaboration with Executive director, takes an active role in the annual regional income and expense budget. Monitors regional program expenses to meet or exceed goals and objectives. Regularly analyzes and reports on variances between expense levels. Ensures program expenses do not exceed targets for assigned areas.
- Prevent, analyze, and/or resolve problems that occur within the regional program department.
- In conjunction with the National Program staff, develop regional placement and graduate recertification objectives.
- Working with the development department, represent Canine Companions and the region through interviews, tours, demonstrations and presentations.
- Provides support to the training department to:
 - Oversee the feeding, care and management of regional dogs in training, and oversee string assignments and dog training coverage.
 - Evaluate canine temperament and behavior.
 - Provide accurate verbal and written reports on training progress.
 - Oversee training staff thorough periodic skills testing, review of training reports and extensive direct observation; ensure that regional dogs in training are making adequate progress and meet agency standards for assistance dogs.
 - Oversee the selection of dogs for each class and the organization of each Team Training class, assign class leaders and, together with regional instructors, provide guidance for apprentice instructors in all aspects of student instruction.

- Using the Canine Companions Team Training curriculum, ensure students with disabilities are taught the concepts and skills required to work with assistance dogs and that instructors and apprentices provide quality student instruction.
- Provide lectures, hands-on demonstrations and necessary critical feedback to students and graduates to allow them to successfully handle assistance dogs and resolve handling problems.
- Specialty Programs (as relevant for the region; including separate tracks, hearing dogs & service (PTSD) dogs):
 - Work with National staff to plan and schedule specialty TT classes.
 - Work with National staff to train and orient regional staff.
 - Work with National Training Director to coordinate dog testing and selection with all regions.
 - If student is assigned to a different region, work with that region to coordinate graduate follow up.
- Provide support to puppy program:
 - Oversee the collection and evaluation of monthly progress reports and correspondences.
 - Work with training manager to provide guidance and direction to puppy raisers on Canine Companions expectations of puppy training and socializing.
 - Coach and counsel puppy raisers.
 - Manage a large group of volunteers.
- Provide support to client services program:
 - Ensure people interested in applying for a Canine Companions dog receive accurate information and application materials.
 - Coordinate planning for graduate and applicant visits, manage regional waiting list.
 - Conduct effective graduate follow-up visits, and applicant interviews.
 - Organize and oversee the invitation of selected candidates to Team Training.
- Provide support to the training department to:
 - Guide Apprentices in learning Canine Companions techniques for training dogs and the correct procedures for documenting dogs' progress in training reports.
 - Train, support and evaluate apprentice instructors to ensure staff understand the workings of the applicant, puppy, Team Training and graduate support programs. Schedule necessary program rotations for apprentices to make timely progress towards full instructor status.
- Schedule activities and staff time to achieve program objectives.
- Prepare reports and analysis on program results and stats.
- Provide input and make recommendations for improvement to regional and national program operations.
- Strengthens engagement between organization and clients, volunteers, donors, and the community at large, deepening their affinity for the organization and activating them locally.
- Partner with Executive Director on facility management where appropriate.

REQUIRED CHARACTERISTICS:

- Believes in the mission and encourages innovation and growth.
- Strong awareness of disability etiquette.
- Awareness, understanding and accountability for financial performance including planning, budgeting and forecasting.
- Able to perform several tasks concurrently, good time management and organizational skills.
- Balance and calm amidst complexity, competing demands and expectations.
- Prompt in decision-making, including managing performance and addressing difficult situations.
- Able to effectively delegate and oversee projects.
- Excellent interpersonal and oral, verbal and written communication skills with an aptitude for public speaking.
- Able to maintain confidential information.

- Able to manage, motivate and train staff, volunteers and clientele.
- Able to work independently as well as to network, direct, and motivate others.
- Comfort operating within a matrixed environment and with being part of “one team.”
- Proficient in Microsoft Office.
- Able to work, standing or walking on cement for extended periods of time.
- Must be able to lift 45 pounds and safely handle, hold and restrain active dogs weighing up to 110 pounds. Employees should seek assistance when lifting dogs or objects weighing more than 45 pounds.

EXPERIENCE: Full Canine Companions Instructor or equivalent (Minimum thirty months training assistance dogs and teaching students to work with assistance dogs and required to pass Canine Companions’ written and working instructor examinations within six months of hire) or minimum 5 years of experience in a Canine Companions program management position.

EDUCATION: College graduate. University degree in a related subject preferred.

LICENSES: None

WORKING CONDITIONS: The employee will work indoors and outdoors performing canine training, team training instruction and administrative duties. The noise level in the work environment is usually moderate and can be loud at specific times. Travel and weekend work are required.

SAFETY HAZARDS: Campus and offices subject to working with and around service dogs and other campus animals.

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