

# Career Opportunity: Puppy Program Supervisor



*Are you passionate about your work and looking for a way to apply your skills and talents in a meaningful way?*

*Do you have the leadership skills to jump into an organization in the midst of exciting and transformational change?*

**At Lions Foundation Canada Dog Guides (LFCDG) we help people with medical or physical disabilities lead independent lives by providing them with a dog guide at no cost to support them in their daily lives. The school is unique in offering 7 different programs serving between 150-200 new clients annually and supporting over 1100 active clients. The school operates out of our central location in Oakville, ON and a breeding and training facility in Breslau, ON with plans to move to our new leading edge facility in early 2023.**

## **The Opportunity:**

Reporting to the Director of Canine Development, LFCDG is seeking a Puppy Program Supervisor to lead a passionate team of staff responsible for all aspects of supporting our vital volunteer foster families. The position is part of the Management team and provides input, tactical and planning expertise to support the Puppy Program while working collaboratively with other supervisory/management staff to align operational plans related to Puppy Programs and integrate them with the organization's other programs and overall strategic plan. We are looking for an individual who is ready and able to foster a productive and empowering work environment for all assigned staff and volunteers and build a team that can deliver on the assigned work and initiatives.

LFCDG is in the midst of an exciting opportunity building a leading edge, client centered, new facility that aspires to be best in class. As a member of the Management team, the Puppy Program Supervisor will assist in providing input in shaping the project and ensuring the build reflects best design thinking to support the needs and interests of clients.

## **Key Responsibilities:**

### *Program Management:*

- Develops and implements an operational plan for the Puppy Program and ensures the program and activities align with the organization's overall strategy, goals, annual budget and program goals
- Provides input into the optimal staffing levels and assignments for current and new program initiatives
- Ensures home interviews, puppy visits, puppy assessments and training classes are booked and conducted in the most effective way for the staff and volunteers
- Communicates with foster families regarding behavioural and medical issues as required
- Ensures the timely, accurate and complete collection of puppy data related to health, temperament, breeding, and foster families is input into the RelDog database and keeps puppy files and computerized records up to date
- Provides oversight of all components of the Puppy Program including investigating and solving problems, and adherence to client service standards
- Contributes to the development and implementation of foster family /puppy training class programs and schedules and coordinates classes based on annual operational plan
- Contributes to and monitors policies and procedures to ensure adherence to ADI and IGDF accreditation programs

- Ensures compliance with sector accreditation
- Ensures delivery of value by adhering to annual budget while balancing cost and service levels
- Remains on-call after hours for all staff, client, puppy and class related emergencies as required

#### *Leadership:*

- Participates, in conjunction with other members of the Management team, in the preparation and monitoring of the annual plan & budget and strategic plans
- Employs a variety of measurement strategies to evaluate results and future investment of resources
- Partners and collaborates with cross-functional teams to diagnose issues, align processes and recommend enhancements
- Builds and maintains strategic relationships and partnerships that benefit LFCDG's programs and services
- Identifies opportunities to increase the effectiveness, efficiency and quality of the Puppy Program and puts a focus on continuous improvement
- Assists staff with puppy early training classes and assessments as required
- Ensures all standards related to the Puppy Program are accessible to staff and that they are updated and maintained

#### *Human Resources:*

- Supervises all Puppy Program staff including performance and development goals, assigning accountabilities, setting objectives, establishing priorities, conducting annual performance appraisals, and recommending salary adjustments
- Develops action plans and strategies to recruit, retain, mentor and motivate the Puppy Program staff and volunteers
- Plans for and provides developmental coaching and training for staff
- Monitors workload and processes and ensures efficiency
- Schedules staff for daily operations and assigns staff to projects and functions, monitors and guides results
- Evaluates volumes and staffing requirements according to the annual plan
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality
- Ensures that all staff on the team are fully trained on all aspects of their job and that the team is provided with all necessary tools and training to improve core expertise and continued career
- Ensures annual performance goals for each staff member are established, that they align with operational plans and that they are communicated with that staff member

#### **You will bring to the opportunity:**

- Minimum of two years working in a canine training or breeding related function
- Degree in an animal-related program is desirable (e.g., animal science, reproduction or biology and/or coursework specific to anatomy, physiology, genetics, nutrition, reproduction, behavioural science) but at a minimum, a fundamental knowledge of basic veterinary care, canine nutrition, anatomy and physiology
- Strong preference for a 2 year post graduation as an instructor at an ADI or IGDF school
- Recognized canine animal training accreditation (e.g., IGDF) or proven knowledge and basic experience in canine learning theory including canine behaviour, training and behaviour assessments, general dog care and safety
- Proven experience and/or training in puppy/dog training, socialization, animal care (including whelping and breeding)
- Proven supervisory and working experience with developing volunteer groups
- Demonstrated capacity to work in a busy and at times, noisy work environment
- Demonstrated capability in problem-solving and reasoning
- Effective time management skills

- Proven ability to foster positive, productive working relationships
- Positive attitude, and ability to work independently and as part of a team
- Ability to lift 50 lbs. of food products and dogs weighing 40 lbs.
- Efficient use of PCs; the Internet; MS Word, Excel, and Outlook. Ability to learn new software
- Valid Driver's License
- Use of personal vehicle will be required for travel to and from volunteer homes and training locations
- Ability to work a flexible schedule when and if required
- Some experience working within a not-for-profit organization is preferred
- Very strong interpersonal and communication skills – both written and verbal. French language skills an asset
- Excellent and demonstrated organization skills with the ability to effectively prioritize workloads, multi-task, respond adeptly to shifting priorities and act quickly to immediate needs

Despite these interesting times, if you are looking for a challenging opportunity to demonstrate your leadership and operational capabilities and a place to let your innovative thinking shine, please send your resume, salary expectation and a cover letter stating why you are interested in becoming LFCDG's next Puppy Program Supervisor and how your skills set you apart by August 14th to:

[careers@dogguides.com](mailto:careers@dogguides.com)

LFCDG welcomes applications from people with disabilities. Applicants will be provided accommodations during the application process if needed. We thank all applicants for their interest and advise only successful candidates will be contacted for the next steps in the application process.