

**DOGS FOR BETTER LIVES
JOB DESCRIPTION**



Job Title: Program Director

Job Status: Full-Time, Exempt

Reports to: President & CEO

Location: Central Point, Oregon

Company Overview:

Recognized nationally as a premier nonprofit organization, Dogs for Better Lives' mission is to professionally train dogs to help people and enhance lives while maintaining a lifelong commitment to all dogs rescued or bred and all people served. Dogs for Better Lives trains and places Assistance Dogs with clients throughout the United States and is supported by a nationwide donor base.

With more than 30 employees on one site in Southern Oregon, Dogs for Better Lives and its staff enjoy nearly 200 days of sunshine annually in Central Point, making it a destination for outdoor enthusiasts of all kinds. Located in the Rogue Valley, employees enjoy close proximity to Medford International Airport, accessibility to major hospitals, hiking trails, golf courses, and ski areas with full availability of all amenities of a big city without the congestion.

Job Summary:

The Program Director plans, organizes, and coordinates the Program Department for the organization. This position oversees and delegates duties for: staffing, training, kennels, training facility and grant monitoring. This position works with the Executive team on budgeting and program development.

Essential Duties and Responsibilities:

- Ensures respective job duties are properly performed, including, but not limited to: training, placements, follow-ups, health care, cleanliness of facility, and special projects.
- Influences and guides the team direction in a manner that ensures team productivity and accountability.
- Responsible for ensuring the Program Department meets goals set by the Board of Directors.
- Facilitates the hiring process for the Program Department – recruiting, screening applications, coordinating interviews, and orientation of new hires.
- Works with the department managers to monitor and evaluate the apprentice training program to ensure apprentices receive proper training and make appropriate progress.
- Schedules, compiles, and completes reviews of department team members.
- Ensures that the Program Department is being run as efficiently and cost effective as possible in order to maximize the number of dogs being placed without jeopardizing the quality of training and care.
- Responsible for ensuring all aspects of the Program Department are in compliance with ADI certification requirements.
- Responsible for working with team to develop and maintain acquisition procedures to ensure adequate supply of rescued dogs for training.
- Establishes programs to support efficiency of trainers and quality of dogs—i.e. foster programs, puppy raising, etc.
- Schedules periodic review of departmental policies and procedures. Presents ideas and suggestions to the Executive Team as needed.
- Coordinates the compilation of monthly and quarterly statistics (or as needed) on dogs and volunteers.

- Management of and accountable for all documentation and paperwork required in the Program Department to ensure DBL is in compliance with ADI, CFC, state filings, and general business practices.
- Knowledgeable of and responsible for all database and tracking programs in the Program Department.
- Prepares the proposed Program Department budget each fiscal year, then monitors and ensures program expenditures are within approved budget limits.
- Reviews and approves most Program Department expense receipts according to usual practices and policies of DBL.
- Reviews and approves time cards for all program department management each pay period.
- Models and practices policies and procedures adopted by the Board of Directors and the Management Team.
- Responsible for making, and able to make, Program Department decisions autonomously when necessary, in accordance with normal company policies and procedures.
- Keeps his/her team in continual open and free communication and interaction to resolve issues, problems, and develop strategies.
- Takes a positive, proactive, and assertive approach in dealing with workplace problems and issues. Facilitates the resolution of any client, recipient, or employee grievance or complaint.
- Perform other duties as required by the organization and the President & CEO.

Essential Qualifications:

- High School Diploma required; Bachelor's Degree preferred.
- Minimum five (5) years' experience in service dog training.
- Experience working with boards and board committees preferred.
- Proficient in Microsoft Office Suite and other applicable software applications.
- Pass criminal background, credit, and DMV checks.
- Valid Driver's License.
- For the safety of the employee, other employees, and the dogs, an employee must have hearing within normal limits (for an adult, hearing thresholds no greater than 25 dB HL from 500 Hz through 4000 Hz, for both ears, with or without hearing aids, implants or other devices. Employees must be able to hear the wide variety of sounds at different levels and pitches from a variety of directions and distances that dogs make while interacting with people and each other. This includes:
 - Detect barking at all levels and tones
 - Determine direction barking is coming from
 - Detect change in type of bark, tone, volume
 - Detect low growl, direction
 - Hear a dog running behind them
 - Hear talking in a normal range
 - When training a dog, the trainer must be able to hear all the sounds and tones that he/she is training the dog to hear in order to reward behavior and ensure successful outcomes.
- Must be able to lift up to 75 pounds, sit for extended periods of time, climb stairs, and operate office equipment and computers with ease.

Essential Requirements:

- Possesses competencies in training service dogs using current knowledge of the Assistance Dog industry.
- Enjoys building and maintaining relationships with clients, volunteers and staff.
- Successfully able to lead self and others through a process and adhere to timelines.
- Shares in the passion of Dogs for Better Lives' mission.
- Skilled at motivating, persuading and exciting others; ability to flex own style to direct, collaborate, or empower as the situation requires.
- Self-starter and independent but works collaboratively.
- Highly skilled in interpersonal and written communication.

- Flexibility to occasionally work evenings, early mornings or weekends as needed.
- Respects and maintains privileged confidential information.
- Values continuous learning and seeks ongoing training and development.
- Willingness to travel on behalf of the organization up to 30% of time.

Note: This is a job description, not an employment contract. This job description does not state or imply these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by management.

Dogs for Better Lives is an Equal Opportunity Employer.

Please send resume/cover letter to:

hr@dogsforbetterlives.org