

CAREER OPPORTUNITY HEAD INSTRUCTOR, AUTISM ASSISTANCE PROGRAM



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 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. The successful candidate would be expected to work at both locations as required.

THE OPPORTUNITY:

Reporting to the Director of Programs and Client Services, the Head Instructor is responsible for the overall satisfaction and success of clients in the Autism Assistance (AAD) program. This includes coordination and supervision of a group of Instructors and Apprentice Instructors by fostering a productive and empowering work environment for all assigned staff while building a team that can deliver on the assigned work and initiatives. In addition, the Head Instructor also fulfills the job requirements of an Instructor.

The Head Instructor is part of the Senior Managers team and works collaboratively with other supervisory/management staff and assists the Director of Programs and Client Services with aligning the overall training plans and related training initiatives and integrating them with the organization's overall strategic plan.

KEY RESPONSIBILITIES:

Program Management

- Assists in developing and implementing training, while ensuring alignment with the organization's overall goals and the annual budgets and program goals.
- Assists in providing oversight of all components of the assigned Training Program(s) including investigating, solving problems and adherence to client service standards.
- Ensures client home interviews, assessments and training classes are completed in the most effective and timely manner by all assigned staff.
- Assesses, trains, supervises and monitors assigned dogs.

- Trains dogs by employing various training techniques.
- Assists with evaluation of assistance dog applicants on completion of in-home interviews and ensures applicant assessments are completed on a timely basis.
- Prepares for and executes assistance dog placements and classes in conjunction with other staff assigned and ensures all training standards are met by all assigned staff.
- Contributes to the development and implementation of class programs and schedules and coordinates classes based on annual operational plan.
- Provides regular follow up with clients after placement by phone, written communication or in-home visits ensuring the highest level of client services are provided to each client and that all client communications and responses to inquiries are complete and comprehensive.
- Builds knowledge and experience in working with the disabilities affecting assigned clients through continuous learning initiatives.
- Contributes to and monitors policies and procedures to ensure adherence to ADI and IGDF accreditation programs.

Leadership

- Identifies opportunities to increase the effectiveness, efficiency and quality of Training Program(s) and puts a focus on continuous improvement.
- Promotes a positive and constructive working environment while assisting staff in finding solutions/dealing with conflict and guiding Instructors and Apprenticeship Instructors in dealing with difficult clients and situations.
- Builds and maintains strategic relationships and partnerships that benefit LFCDG's programs and services.

Human Resources

- Supervises all assigned Instructors including performance and development goals, assigning accountabilities, setting objectives, establishing priorities and recommending salary adjustments
- Ensures all assigned 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 growth.
- Assists in developing action plans and strategies to recruit, retain, train, mentor and motivate assigned staff on the team.
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality.

WHAT YOU BRING TO THE OPPORTUNITY:

Training

- Minimum of five years experience working in canine training and proven success as an ADI or IGDF Instructor
- Degree in a training related program is desirable (e.g., adult education, behavioural science)

- Recognized canine animal training accreditation (e.g., ADI or IGDF) or proven knowledge and basic experience in canine learning theories including canine behaviour, training and behaviour assessments, general dog care and safety

Client Support/ Services

- High level of knowledge and experience in working within the disability sector.
- Flexibility and willingness to travel and work to conduct assessments and promote the organization
- Successful experience in placing dogs with clients

Management

- Supervisory experience would be considered an asset but as a minimum, demonstrated leadership skills and ability to gain the respect of a team
- Proven ability to foster positive, productive working relationships through evident collaboration, building and maintaining relationships with client and staff
- Demonstrated problem-solving and reasoning skills
- Experience working within a not-for-profit organization is preferred
- Excellent organization and time-management skills with the ability to effectively prioritize workloads, multi-task, respond adeptly to shifting priorities and act quickly to immediate needs
- Values continuous learning and seeks ongoing training and development
- Strong verbal and written communication skills and positive teaching style with dogs, clients, Instructors, other staff and members of the general public
- Comfortable and experienced with public speaking

Technical

- Demonstrated capacity to work in a busy and at times, noisy work environment
- Proficient in the use of PCs; the Internet; and MS Word, Excel, and Outlook. Ability to learn new software
- Valid Driver's License will be required
- Physically capable of lifting dogs up to 65 pounds, the agility to move quickly, climb stairs, operate office equipment and computers with ease, and the ability to get up and down easily while working and playing with the dogs

Despite these interesting times, if you are looking for a challenging opportunity to demonstrate your operational capabilities and a place to let your innovative thinking shine, please send your resume, salary expectations and a cover letter stating why you are interested in becoming LFCDG's next Head Instructor of the Autism Assistance Program and how your skills set you apart by November 20th to: glijoi@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.