



Job Description Puppy Program Instructor

National Service Dogs (NSD) is a registered charity based in Cambridge, ON Canada specializing in training Service Dogs for individuals with Autism, PTSD and Canine Assisted Intervention Dogs for a diverse group of clients.

The Puppy Program instructor must demonstrate a strong ability to work as a team member and independently. They must also be able to effectively instruct adult volunteers, with varying levels of canine knowledge, in the raising and training of Service Dogs from eight weeks to 18 months of age.

Reporting Relationship: Puppy Program Manager or designate

Hours: 37.5 hrs/week from the NSD office, field working with NSD raisers or home. Evening work required for class instruction. Occasional weekends as needed by program or organization.

RESPONSIBILITIES

Organizational

- Perform other duties as assigned in order to meet the overall goals and objectives of National Service Dogs
- Operates within the culture and core values of the organization

Communication

- Effectively communicate NSDs canine development philosophy to adult volunteers through group classes, individual visits, phone calls, emails, video calls and written content
- Effectively communicate strengths and areas of development to volunteer raisers to help develop a positive canine relationship
- Provide written feedback about individual dogs and communicate a plan to the team and volunteer
- Support the continued development of the Puppy Program curriculum, classes and manuals
- Collaborate with other Service Dog schools to support NSD's development and the industry as a whole

Instructing:

- Instruct weekly and bi-weekly classes or home visits to volunteer raisers as outlined in our curriculum for all levels of Puppy Classes



- Provide additional instructions as needed by raisers through phone calls, emails, home visits, video chat etc. Coordinate and provide in home training support for puppy raisers as assigned
- Follow policy and procedures in place for difficult dogs and rehoming. Coordinate re-homing of puppies as needed
- Support other team members in instructing classes when needed

Administrative:

- Ensure all contracts and documents are received and signed by puppy raisers and accurately filed
- Assist with collecting, reviewing and filing puppy bios
- Assist with ABC/donation puppy transport organization
- Schedule times and locations for classes and one on ones
- Organize, track and arrange puppy sitting
- Maintain inventory of supplies and prepare equipment accordingly
- Maintain accurate files and records on NSD dogs and volunteers using NSDs databases and Google drive
- Assist in keeping the facility and office clean and organized
- Engage in effective, interactive and timely communication with staff and volunteers
- Assist with developing new areas to recruit and train puppy raisers
- Assist with Puppy Orientations and handouts
- Manuals and curriculum maintenance

PREFERRED QUALIFICATIONS, SKILLS AND PERSONAL QUALITIES

- Demonstrated ability to instruct and interact with adult learners: volunteers, staff, clients, management and the public in a variety of situations
- Minimum of two years experience working with dogs, including experience using positive reinforcement training
- Minimum of one year professional dog training experience with instructing classes and providing one on one support
- Knowledge of mental and physical health of dogs and canine communication
- Skill and competence in the use of personal computers including, but not limited to, Microsoft Office and GOOGLE suite
- Ability to work with persons with disabilities
- Ability to work efficiently under pressure and willingly accept responsibility
- Ability to work independently and take initiative
- Ability to set priorities and use good judgment
- Comfortable with public speaking
- A valid driver's license and insurable

*Please send all applications and resumes to Rachel Gallant, Puppy Program Manager
rachel@nsd.on.ca*