

Career Opportunity: Full-time Team Lead/Kennel Attendant



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:

Full-time Team Lead/Kennel Attendant:

The Team Lead role is to monitor the day-to-day activities and lead the kennel attendant team to contribute to and meet Lions Foundation of Canada Dog Guides' Canine Wellbeing growth objectives. The team leader will inspire a positive working environment by promoting constructive communication and team building through initiatives and demonstrating the highest level of positivity and professionalism. Reporting to the Kennel Supervisor, the team leaders will work together to create and implement consistent initial phased and ongoing training programs, ensuring that all staff are performing at a high level.

The Kennel Attendant is responsible for maintaining the high standard of care to all dogs housed at the Lions Foundation of Canada Dog Guides (LFCDG) facility. This is an active working position, cleaning kennel runs and observing canine medical and behavioural changes to report to the necessary departments. This is a physically demanding role requiring the majority of time spent standing, lifting, and bending in all weather conditions. The Kennel Attendant will foster a positive and productive work environment, and supporting a team that can deliver on the assigned work and initiatives. As a member of the kennel team, the Kennel Attendant is responsible for training new team members, creation and communication of task outlines, and working collaboratively with other team members and departments to ensure the wellbeing of the dogs is paramount. Professional canine care knowledge is preferred.

Key Responsibilities:

Team Lead/Kennel Duties:

- To manage and record shift changes as needed
- To review and assess the daily/weekly task logs
- Regularly report to Kennel Supervisor on all areas of responsibility including team and individual performance metrics, along with initiative development and implementation
- Work closely with the Kennel Supervisor to develop and implement employee training and improvement plans
- Actively participates in the interviewing of candidates throughout the hiring process
- Dedication to continuing education and training in relation to the position
- Maintain a clean and safe kennel environment

- Handle all dogs in a humane and efficient manner
- Walk and socialize dogs while adhering to obedience guidelines as set out by instructors
- Examine Dogs regularly to ensure good health
- Monitor and communicate behaviours or medical concerns in the kennel and training environment
- Provide medical care to dogs including medications (oral, topical) and assist providing any necessary support
- Maintain behaviour and health records
- Communicates with Kennel Supervisor, instructors, veterinary clinic staff, and foster families regarding behavioural and medical issues as required
- Accurately follow and modify instructions as needed
- Provide initial and ongoing training programs to new and existing team members
- Prepare meals and feed dogs, ensuring accuracy
- Bathing and grooming of dogs
- Responsible for inventory and restocking of kennels as needed
- Transport food bags both lifting and driving
- Adhere to all workplace health and safety guidelines, policies, and procedures as outlined
- Safe operation of large fleet vehicles to transport dogs between facility locations, to external veterinary appointments, and veterinary emergency clinics as needed

Leadership, Communication, and Interpersonal:

- Provide direction and leadership to the team, along with guidance and instruction
- Identifies opportunities to increase the effectiveness, efficiency and quality of the Kennel Department and puts a focus on continuous improvement
- Delegation of tasks to team members to ensure equity is maintained across the kennel attending roles
- Develops targets and implement a timeline in which to achieve them
- Leads by example with dedication to workplace duties
- To work independently without direct supervision
- Open and ongoing communication shift long with coworkers and other departments to ensure all tasks are being addressed
- Accurately and confidently communicate medication usage and post-surgery care to other staff and the dog's caretaker
- Interact with all staff, volunteers, clients, and the public in a professional manner
- Willingness to take on extra tasks and duties as outlined by the Kennel Supervisor

Contribute to team Effectiveness:

- Works closely alongside the team, ensuring all kennel attending tasks are completed
- Shares in handling workload for positive results
- Works to build collaborative relationships with all LFCDG staff
- Excellent time management
- Closely liaises and collaborates with other departments regarding the dogs in kennel care to ensure high level welfare in an efficient manner (Kennel Supervisor, Instructors, Veterinary Clinic Staff, Career Change Coordinator, and Puppy Program Staff)
- Fosters knowledge-sharing and communication across all departments and across the organization to ensure collaboration and informed work
- Provides any necessary kennel care for any LFCDG while on Dog Guides Canada property (puppies, dogs in training, breeders, etc.)
- Maintain program specific training when walking or exercising dogs as per the instructor's request
- To cover shifts at the alternate facility when needed
- Performs other duties as required and as requested

You will bring to the opportunity:

- Minimum completed: High school or equivalent education
- Past work experience in a team lead or management role an asset
- Post-secondary education in leadership and management an asset
- Post-secondary education in Animal Care or Veterinary Technician training an asset
- Professional grooming experience an asset
- Ability to identify signs of canine ill health and treat as prescribed
- Demonstrated capacity to work in a busy and noisy work environment
- Positive communication, conflict resolution, and leadership skills
- Confidence and comfort in instructing and motivating others to focus and complete tasks
- Demonstrated capability in problem-solving and reasoning
- Proven ability to foster positive and 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 60 lbs.
- Proficiency in the use of PCs; the Internet; Zoom; MS Word, Excel, SharePoint, and Outlook. Ability to learn new software
- Very strong interpersonal and communication skills – both written and verbal
- Effective organizational and time management skills
- 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
- Ability to work a flexible schedule when required
- Minimum valid G2 Drivers License with a clean driving abstract required
- Reliable transportation and comfort travelling in all weather conditions
- Comfortable driving large fleet vehicles
- Ability to work physically in all weather conditions
- Vulnerable Sector Police Background Check required

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 and a cover letter stating why you are interested in becoming LFCDG's next Full-time Team Lead/Kennel Attendant and how your skills set you apart to:

hr@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.

Pay Rate: \$17.36/hr