



Career Opportunity (FT, Permanent) Head Instructor, DAD/SRD

Are you passionate about dog training 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 seven programs serving 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 late 2024.

Our Values:

Integrity

Diversity & Inclusion

Excellence

Empathy

Respect

The Opportunity:

The Head Instructor is an administrative and working position in which the incumbent is responsible for the efficient supervision of a group of Instructors and Apprentice Instructors and leading staff to ensure the overall coordination of two of our Dog Guide's specific training programs, including Seizure Response (SRD) and Diabetic Alert (DAD). The Head Instructor would also train assistance dogs to assist clients with disabilities. The Head Instructor performs a leadership role assisting other training staff with on-the-job training, assessments, class placements and follow-ups and coordinating with clients and applicants within one or more of the specific training programs.

Key Responsibilities – Head Instructor (General Requirements):

- Develop and implement training while ensuring alignment with the organization's overall goals and the annual budgets and program goals. Evaluate the success of the training programs and identify opportunities to increase the efficacy of the programs.
- Provide oversight of all components of the assigned Training Program(s), including investigating, solving problems and adhering to client service standards. Ensure all team members are skilled in performing their duties.
- Assess and monitor dogs and clients to ensure all are progressing according to schedule and modify and adjust class exercises to concentrate and focus on problem areas as required (e.g., problem-solving limitations of clients and dogs) or to incorporate and utilize specific breed characteristics.
- Participate in choosing, evaluating and classifying Assistance Dog trainees and matching clients with dogs.
- Assess, train, supervise and monitor a full string of assigned dogs and work cooperatively and collaboratively with other Instructors in training their string of dogs.

- Continuously monitor performance to identify and disqualify any unsuitable dogs, assess the dogs coming in from foster families or other locations and comprehend and identify required dog temperament needed for various programs.
- Monitor the progress of working dog guide teams for six months post-graduation offering feedback and suggestions to clients and Instructors for improvement or any identified issues.
- Assist in ensuring class overnight schedule is completed and assigned Instructors are prepared for classes and lead graduation activities as requested.
- Provide 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.
- Ensure established procedures are followed for administering medications, food supplements inoculations, grooming and maintenance of dog's general health, that health exams are done pre-class and perform basic dog handling skills in addition to skills tailored to meet the specific needs of clients.
- Ensure the timely, accurate and complete documentation/collection of all data, reports, communication and records (emails, phone calls, texts, TTY, etc.) are maintained in the appropriate databases/files on all assigned dogs (progress reports, health issues from vet reports, weight, size, physical condition, food intake, treatments, administered medications, incidents) and client communications (class notes, client calls with questions/concerns, annual follow-ups, etc.).
- Complete ongoing assessments and evaluations of canine skillsets to ensure that dogs are trained in a way that is relevant to the client's evolving needs
- Build the team's knowledge and experience in working with the disabilities affecting assigned clients through continuous learning initiatives.
- Responsible for personnel management, including the delivery of annual performance appraisals of all instructors and apprentice instructors
- Promote a respectful culture of high performance
- Contribute to and monitor policies and procedures to ensure adherence to ADI and IGDF accreditation programs.
- Ensure compliance with sector accreditation.
- Adhere to the annual budget while balancing cost and service levels.
- Remain on-call (as needed) after hours for staff, clients, and class-related emergencies as required.

Key Responsibilities – Specific to the DAD/SRD programs (Preferred)

- Master delivering scent training to dogs, building their skillset to
 - identify diabetic lows through scent,
 - offering a physical nudge when a client experiences a diabetic low,
 - go-get
 - fetch (kit, leash, juice box)
 - bark for help: cued with a drop of unconsciousness and asking for help
- Master delivering seizure response training to dogs based on physical cues of the handler
- Train the clients in scent training and problem-solving any issues that may arise
- Demonstrate knowledge of Type I diabetes, hypoglycemic awareness and diabetic monitoring devices
- Demonstrate knowledge of epilepsy and the needs of seizure response clients
- Understand the risks of cross-contamination with scent samples and know how to handle them appropriately
- Keep track of the number of diabetic samples available for training and follow up with volunteers who donate samples when needed

You will bring to the opportunity:

- Minimum of five years of experience working in canine training and proven success as an Apprentice Instructor or equivalent program
- 3-5 years of experience mentoring and managing people
- A degree in a training or animal-related program is desirable (e.g., adult education, behavioural science, animal behaviour, biology, psychology, etc.)
- Graduate of a recognized canine animal Instructor Certification (e.g., ADI or IGDF) and/or proven knowledge and basic experience in humane and modern canine training principles and theories, including canine psychology, behaviour, training, and behaviour assessments and general dog care, healthcare, and safety
- Knowledge, experience and comfort in working with the disabilities that specific clients in the assigned programs (DAD and SRD) are affected by and the specific training methods and techniques associated with the assigned program(s)
- Physically capable of lifting dogs up to 65 pounds, the agility to move quickly, get up and down easily, climb stairs, walk long distances, etc.
- The ability to communicate using American Sign Language and/or French is desirable
- Proven ability to foster positive, productive working relationships
- Team-oriented and enjoys collaborating and building, and maintaining relationships with clients and staff
- Proficient in the use of PCs; the Internet; and MS Word, Excel, and Outlook. Ability to learn new software
- Valid Driver's License and use of personal vehicle will be required for travel to and from client homes and training locations
- Some 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
- Flexibility and willingness to travel and work to conduct assessments and promote the organization

What's in it for you?

- Total compensation includes benefits and future opportunities to participate in the RRSP program
- Opportunity to work in an organization that puts people first and offers a flexible and caring work environment
- Hybrid work from home/office is possible depending on organizational and personal needs. Paid time off over the Christmas holidays in addition to regular vacation
- The opportunity to work with talented and compassionate colleagues (both two and four-legged variety)

Salary: \$64,759.68 to \$76,187.86

If you are looking for a challenging opportunity to demonstrate your canine training capabilities and your related and progressive dog training and people leadership experience, please send your resume and a cover letter stating why you are interested in becoming a Head Instructor with LFCDG by November 25, 2022, to hr@dogguides.com. Please quote the job title in the subject line.

Lions Foundation of Canada Dog Guides is committed to employing people from diverse backgrounds, and we actively demonstrate inclusiveness through fair, equitable and accessible hiring practices. We recognize the strength of different experiences, backgrounds and perspectives and welcome candidates who identify as visible minorities, Indigenous people, persons with disabilities, and persons within the LGBTQ+ community. We feel it is important as an organization that all people have access and opportunity to be employed, to be valued and to be

respected. Accommodations for job applicants with disabilities will be provided upon request during the recruitment, assessment, selection and placement process. Alternative format available on Request.

We also require all candidates to be double vaccinated for COVID-19 coronavirus. Employees are required to administer self-assessments and rapid antigen tests every other day. Tests and masks are provided by the employer.