

## Puppy Development Team Leader

Position Level	Team Leader	Department	GDS
Location	South Australia	Direct/Indirect Reports	Casual Breeding Centre Attendants Puppy Development Centre Volunteers
Direct Reports to	Guide Dog Services Supervisor	Date Revised	December 2018

### ■ Position Level Descriptor

A Team Leader is a frontline supervisor who has a team reporting to them. They monitor team performance on a day-to-day basis and allocate workload to deliver given KPI's. They report directly to a manager on individual and team performance, expectations and requirements and also provide support and coaching to the team.

### ■ Position Summary

The role of the Puppy Development Team Leader is to provide quality care for the brood, during insemination, whelping and post-whelp. When the pups are born, the role is to ensure your team provide quality care through the neonatal, transitional and socialization stages in accordance with Guide Dogs principles and practices. The role is responsible for updating, maintaining and producing puppy development policies and procedures. Provide best practice, supervision and support to the Casual Breeding Centre Attendants and Puppy Development Centre volunteers. The incumbent will provide regular communication, dog behavior advice, education and resources as required to other members of the Guide Dog Services and the Puppy Raisers.

### ■ Position Responsibilities

#### Key Responsibilities

#### Re-productive planning including brood and stud selection

- Maintain records on frozen semen.
- Designates which stud dogs to breed to which female.
- Collects and prepares chilled/frozen semen for shipment and/or processes incoming semen to be inseminated.
- Prepare a 2-3 annual breeding plan in consultation with the breeding committee.
- Manage the breeding colony, including healthcare, reproduction and replacement.

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## Whelping

- Work in collaboration with the Breeding committee on the breeding plan for each individual Brood. Develop/trains/maintains casual staff during pre-whelp, whelping and post-whelp.
- Be available on call for duration of the potential whelping period to assist in the whelping of the puppies.
- Liaise with vets nurse on drawing bloods and runs progesterone chemistry on dogs due to be bred and/or whelp and interprets the results. Also liaise with the taking of x-rays of pregnant dogs and interprets results.
- Manage/develop the care to Broods and Brood stock guardians.
- Maintains clean and sanitizes facility including assigned vehicles/puppy development area/whelping/treatment area/food prep etc.
- Maintains all computer records using an International Working Dog Registry pertaining to breeding stock and puppies in the centre.

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### ▪ **Puppy Development Centre**

- Have a hands on role in the smooth running of the Puppy Development Centre on a day to day basis.
- Conduct periodic hands on training workshops for staff, risers, brood guardians and volunteers to improve their understanding of our socialisation and training standards.
- Design, develop and implement competency based training for staff and volunteers in accordance with Guide Dogs principles and the STEP program.
- Ensure that all puppies are developed and cared for in accordance with the Puppy Development Manual, STEP program and requirements set out by the Guide Dogs Supervisor.
- Develop puppies in line with developmental milestones and in accordance with the Puppy Development Manual, STEP program and other assessment tools as required.
- Evaluate canine behaviour and temperamental as needed, identify and address training or behavioural challenges quickly developing and applying protocols specific to each dog's needs.
- Ensure Puppy Raising Manual, STEP program and assessment tools are maintained as relevant and up to date.
- Maintain a healthy and enriched environment for puppy to grow and develop providing them with the best opportunity to reach their full potential.
- Work in collaboration with the Dog Services Administrator to ensure the Puppy Development Centre roster is maintained and communicated in a timely manner, ensuring the appropriate skillsets for the developmental stages of the puppies.
- Participate in the recruitment and selection of Puppy Development Centre volunteers including providing appropriate, timely and constructive feedback to unsuccessful applicants.
- Supervise Puppy Development Volunteers including rostering and providing training and feedback on performance.
- Ensure regular communication is maintained with volunteers within the Puppy Raising, Short Term Boarding and Puppy Development Centre programs.
- Support the Puppy Raising Advisors provide ongoing feedback and communication including training for Puppy Raisers and Short Term Boarders and providing feedback in line with the STEP program upon.
- Develop training materials for Puppy Raisers in collaboration with other key staff members / subject experts in line with the STEP program.
- Develop and run group handling sessions in conjunction with the Puppy Raising Advisors and other GDS team members for Puppy Raising Volunteers prior to boarding dogs.
- Ensure all pups/dogs receive appropriate care and monitor their welfare and report and manage health concerns to the GDS and veterinary manager.
- Arrange short term boarding of pups and dogs when required.
- Support Puppy Raising Advisors with volunteer supervision, advice and problem solving issues relating to puppies.
- Participate in the rotating on call Guide Dogs roster.
- Present at workshops, community events and public relations exercises both internal and external to the organisation.
- Initiate and be actively involved in continuous improvement initiatives.
- Role model positive leadership behaviours which promote effective working relationships both internally and externally.

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- Pro-actively develop and maintain strong relationships with clients, volunteers and other key contacts to strengthen brand awareness.
- Contribute to specific change management strategies as required.
- Work across the Guide Dog Services team to ensure effective communication, decision making, consistent practices, streamlined processes and high quality client outcomes are achieved.
- Manage the maintenance and adherence to policies, processes, best practices and guidelines.
- Ensure documentation is compliant with required standards.
- Assist with public relations activities.
- Initiate and be actively involved in continuous improvement activities.
- Seek learning opportunities to develop and maintain own professional development.
- Work within the Guide Dogs SA/NT Risk Management Framework.
- Produce a range of reports as required to meet stakeholder needs.
- Identify issues relating to pups/dogs health, development or behaviour and make recommendations, resolve and /or refer as required.

### ■ Position Selection Criteria

#### Experience and Knowledge

- Experience working with canine service organisations - *essential*
- Knowledge and understanding of canine temperament, learning and developmental processes – *essential*
- Understanding of canine genetics - *essential*
- Understanding of canine behaviour traits in relation to genetics and their effect on a breeding colony – *essential*
- Experience recording data on an International Working Dog Registry – *essential*
- Experience interpreting and recording canine temperamental tests in relation to assistance dog stock (such as GDBart/BCL) -*essential*
- Strong understanding of neonate health issues – *essential*
- Strong understanding of medical problems related to breeding/whelping/neonates and stud dogs - *essential*
- Minimum of two years' experience in whelping a minimum of 6 litters a year experience – *essential*
- Ability to collect semen from stud dogs - *essential*
- A proven ability to effectively teach others in individual and group settings – *essential*
- Excellent understanding of pedigrees and ability to read them – *essential*
- Ability to coach team members to develop competence and confidence - *essential*
- Experience with positive reinforcement training - *essential*
- Demonstrates excellent interpersonal presentation and analytical skills. Ability to communicate skilfully and effectively with a diverse staff, volunteers, and community in a professional manner at all times both written and verbally, including in sensitive situations. – *essential*
- Must be able to work weekend, evenings and overnight work required - *essential*
- Be able to safely handle large breed dogs, weighing up to 40kgs with varying strength and manageability - *essential*

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- High interpersonal and communication skills – *essential*
- Veterinary Medicine experience – *desirable*
- Customer service orientated with prior experience interacting with the public – *desirable*
- Experience in non-profit environment – *desirable*
- Experience working with volunteers – *desirable*
- Qualification and experience in canine training with a willingness to follow Guide Dogs teaching principles and practices - *desirable*
- Experience and knowledge with Microsoft Office – *desirable*

### Personal Competencies

- Highly self-motivated, team oriented and diplomatic with the ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds
- Willingness to be hands-on in a range of tasks relating to pups/dogs care
- Strong verbal and written skills
- Strong ability to exercise initiative within approved guidelines
- Ability to be productive and highly organised within an environment of competing demands
- Ability to be creative, innovative, flexible and readily accommodate change while maintaining effectiveness
- Is outcome focussed and works to achieve through collaborative work practices
- Contributes to improvement of processes, methods and systems to ensure efficiency and effectiveness of team support functions

### Qualifications/Licenses

- Hold an unencumbered Australian Driver's license

### ■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Adhere to the Values of Guide Dogs SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Performance, Planning, Review and Development process
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

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Signature

\_\_\_\_\_  
Print Name

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Approved by Manager

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Signature

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## ■ Guide Dogs SA/NT - Values

### **Achievement | Delivering outcomes**

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

### **Collaboration | Actively engaging with others**

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

### **Integrity | Ethical, honest and respectful**

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

### **Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others**

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

### **Innovation | Forward thinking**

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.