

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, training and development through the neonatal, transitional and socialization stages in accordance with Guide Dogs principles and practices. The role is responsible for updating, maintaining and conducting puppy development training, policies and procedures. Provide best practice, supervision and support to the Puppy Development Centre Attendants and Puppy Development Centre volunteers. The incumbent will provide regular communication, dog behavior advice and coaching, education and resources as required to other members of the Guide Dog Services and the Puppy Raisers.

■ Position Responsibilities

Key Responsibilities

- Be responsible for milestone tests for Guide Dogs and assistance dogs for training and development of puppies and throughout the first year of the working dogs career.
- Develop/train/maintain casual staff during pre-whelp, whelping and post-whelp.
- Ensure that all puppies are trained, 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.

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- Provide one on one coaching to the Puppy, Guide Dog, Autism Assistance and Assistance Dog programs in relation to socialisation, obedience, medical and wellbeing to individual dogs, handlers, clients, volunteers.
- Conduct one on one training, workshops to Guide Dog handlers and users on obedience, training standards, wellbeing health/medical issues, socialisation, feeding and grooming.
- Have a hands on role in the smooth running of the Puppy Development Centre on a day to day basis.
- Design, develop and implement competency based training for staff and volunteers in accordance with Guide Dogs principles and the STEP program and support participants with ongoing feedback, participate in the recruitment, selection and leadership of Puppy Development Centre employees and volunteers and ensure the roster is maintained and communicated in a timely manner, ensuring the appropriate skillsets for the developmental stages of the puppies.
- 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.
- Support Puppy Raising Advisors with volunteer supervision, advice and problem solving issues relating to puppies, training and health.
- 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 all computer records using an International Working Dog Registry pertaining to breeding stock and puppies in the centre.
- Assist in the preparation of a 2-3 annual breeding plan in consultation with the breeding committee.
- Develop and maintain relationships with Guide Dog Schools internationally.
- Identify issues relating to pups/dogs health, development or behaviour and make recommendations, resolve and /or refer as required.

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■ Position Selection Criteria

Experience and Knowledge

- Minimum 3 years' experience working with canine service organisations – *essential*
- Minimum 3 years' experience in training puppy handlers during the critical socialisation period- *essential*
- Experience interpreting and recording canine temperamental tests in relation to assistance dog stock (such as GDBart/BCL) -*essential*
- Minimum 3 years' experience with positive reinforcement canine training - *essential*
- Knowledge and understanding of canine temperament, learning and developmental processes – *essential*
- Minimum of 3 years' experience in puppy breeding and dog (group) selection
- Understanding of canine genetics - *essential*
- Minimum of 3 years' experience 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*
- Strong understanding of neonate health issues – *essential*
- Strong understanding of medical problems related to breeding/whelping/neonates and stud dogs - *essential*
- Minimum of 3 years' experience in whelping and a minimum of 6 litters 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*
- 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*
- Be able to safely handle large breed dogs, weighing up to 40kgs with varying strength and manageability - *essential*
- High interpersonal and communication skills – *essential*
- Guide Dog or Assistance dog training experience in canine training with a willingness to follow Guide Dogs teaching principles and practices - *desirable*
- 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*
- Experience and knowledge with Microsoft Office – *desirable*

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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

■ 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:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
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.