

JOB DESCRIPTION

JOB TITLE: TRAINING INSTRUCTOR – REGIONAL (various)

RESPONSIBLE TO: REGIONAL TRAINING TEAM LEADER/SENIOR

The Training Instructor role contains aspects of the dog training framework from across the whole eight week puppy to placed working dog process. It including aspects also covered by both the Puppy Training Instructor role and Dog Trainer role. The proportion of work from each area of the process is allocated by the area team leader and may vary at any one time.

KEY OBJECTIVE:

Responsibility for the day to day operations of your volunteer team activities in your allocated area, ensuring high quality services, care and support of allocated team volunteers; volunteer socialisers, volunteer trainers, B&Ber's, training from home volunteers and short term boarders.

Take the appropriate role of teacher, mentor & coach to your volunteers in their various roles, as they train their hearing dog puppies/dogs in accordance with agreed standards and objectives.

Ensuring dogs social and environmental development, obedience and task work are developed optimally as the dog grows up so that the dog may achieve a high enough standard to be placed in the role of hearing dog or other selected role either directly from your care or via another team member e.g. Dog Trainer.

Appropriately match and tailor final dog training plans to individual applicant needs.

Take the appropriate role of teacher, mentor & coach to recipients, as they bond and start to work with their dogs in accordance with agreed standards and objectives.

MAIN RESPONSIBILITIES:

- Be proactive in maintaining volunteer numbers in your area and ensure there is always a pool of suitable and/or active volunteers.
- Teach & mentor volunteers to ensure pups/dogs and handler progress optimally along the puppy star awards system and Good Citizen's framework. To ensure where possible this leads to dogs being of placement standard for a hearing dog or other working role within a reasonable timescale.
- Organise and conduct regular training classes, volunteer support groups and one to one support.
- To interview prospective new volunteers in order to assess their suitability and also to give a general overview of what would be expected of them in their chosen role.
- Ensure volunteers understand and adhere to Hearing Dogs for Deaf People operational systems, policies and guidelines.
- To provide full training profile and 'personality' information on each dog in your area to aid matching recipients and planning pre-placement training for the chosen recipient for each dog.

- Where allocated, match dogs as directed by line manager and tailor training to be recipient specific between meet and placement
- Highlight any potential or apparent behaviour and health issues in the puppies/dogs to your line manager
- Oversee and manage any puppy/dog behaviour and health issues, liaising with other teams and colleagues as necessary. Create training plans where appropriate to steer dog's possible learning outcomes.
- Where allocated, responsible for directly training adolescent dogs through the stars framework ensuring the sound-work, obedience, social behaviour and handling of each dog is at the required level, designing training plans as appropriate, and supporting the B&Ber or Training from home volunteer they are fostered with.
- Where allocated, responsible for working with, and supporting (applicants) recipients and their (potential) dog in the recipient's home or at the training centre. Responsible for all aspects of Pre placement arrangement and content planning to optimum chance of a successful Partnership results. This includes working with and being responsible for the day-to-day welfare of the applicant/recipient.
 - Responsible for communicating with line manager about any serious potential or apparent issues relating to the applicants/recipients and then managing the situation in a suitable manner. This may include liaising with other teams or colleagues.
 - Transport puppies/dogs to and from the Hearing Dogs for Deaf People centres as required.
 - Attend regular team meetings to discuss, share and review performance and to identify improvement opportunities.
 - Ensure accurate record keeping, including writing or uploading reports onto progress in a timely manner.
 - Manage and maintain your own weekly diary.
 - Communicate, work collaboratively, support and share learning with all members of the Training Team in order to deliver consistent successful services for all volunteers, applicants and recipients.
 - Ensure cleanliness and tidiness of working environment/ vehicles reporting any maintenance requirements as appropriate.
 - Hold talks about Hearing Dogs to volunteers and external bodies.
 - Act as an ambassador for the team and the Charity including involvement with publicity activities.
 - Create an environment to encourage empowerment and a culture of continuous improvement.
 - To undergo training to a set level of deaf awareness and communication as required by the charity.
 - As a charity, Hearing Dogs has a large network of volunteers based at both our training centre's and spread nationwide. As such, you may be involved in working with and/or supervising volunteers in this role.
 - To reach a set level of personal development within your role in line with the Supply & Training development programme as part of your own performance.

For operational reasons, the Charity reserves the right to transfer you to alternative duties. For this reason it is a condition of employment that you are willing to do so, if requested, from time to time.

PERSON SPECIFICATION

In order to be effective in this role, it is expected the Training Instructor will have the following skills and competencies:

<p>Communication skills (spoken and written)</p>	<p>Inform and involve a wide range of people as individuals and in groups, to both volunteers and staff members</p> <p>This role requires confidence in dealing with the volunteers on a day to day basis including one to one work with volunteers and holding group classes where learning has to take place to progress the dog.</p> <p>You will also be required to host recruitment events.</p> <p>An ability to adapt delivery style from teacher, mentor & coach as appropriate.</p> <p>Awareness of the needs of lip readers and able to adapt communication appropriately when required</p> <p>Specialist skills in British Sign Language, communication with deafblind and/or children is desirable</p>
<p>Organisational skills</p>	<p>Manage, prioritise and calmly deliver a range of demands on both a day-to-day and long term basis</p> <p>Have a good appreciation of record keeping, forward planning and time management</p> <p>Ability to work with minimum supervision, problem solve and handle people and situations with tact and diplomacy.</p> <p>This role suits individuals that enjoy multiskilling in a fast based role with defined deadlines.</p>
<p>Interpersonal skills</p>	<p>Work successfully and diplomatically with staff and volunteers at all levels of the Charity and external organisations</p> <p>Ability to deal with challenging circumstances with a great deal of professionalism.</p> <p>Comfortable with dealing with group dynamics in a regional volunteer team</p>
<p>Leadership skills</p>	<p>Motivate and manage cohesively a diverse range of volunteers</p> <p>Patience to develop incremental improvements over prolonged periods.</p>
<p>Analytical skills</p>	<p>Record and deliver a wide range of written and numerical information used for financial, statistical and planning purposes</p> <p>Provide timely and accurate reports as per managerial</p>

	requirements
Information Technology skills	IT competency is essential A good level of literacy is required
Vision and purpose	Communicate a compelling and inspired vision to staff and volunteers, recipients and external parties An ability to motivate during periods of change
Experience	Knowledge of canine behaviour and training techniques Experience of dog training Experience of managing and developing teams
Qualifications	A-Level standard essential Degree level desired – not essential Kennel Club Accredited Instructor highly desirable – not essential
Other requirements	A full clean manual driving licence