



Role Description

POST TITLE:	Head Dog Trainer (Service Delivery and Development Manager)
RESPONSIBLE TO:	Chief Executive
RESPONSIBLE FOR:	Development and implementation of service strategies
HOURS:	37.5 hours per week
TERM OF POST:	Permanent
LOCATION:	TBC – dependant on individual circumstances
PROBATIONARY PERIOD:	6 months
SALARY:	Depending on experience – plus benefits
LEAVE ENTITLEMENT:	21 days FTE per annum (exclusive of Bank Holidays)

Context

Dog A.I.D. (Assistance in Disability) was established in 1992 to assist people with physical disabilities, improving their quality of life by helping them train their own pet dogs to provide assistance with day-to-day tasks and in some circumstances providing life-saving interventions.

In 1996, the Dog A.I.D. Scheme was launched nationally at Crufts and today benefits from a team of over 100 Trainers and Assessors working on a voluntary basis across the U.K. from its base in Shrewsbury, Shropshire. Training takes up to two years with both dog and owner receiving specialist education from our network of voluntary trainers and attain fully qualified Assistance Dog status through a number of stages.

Due to continued growth an exciting opportunity has arisen for a Head Dog Trainer (Service Delivery and Development Manager) to help the charity achieve its long-term ambitions for future strategic development.

Purpose of the Post

The post-holder will be accountable for the strategic development and operational management of Dog A.I.D. services and for providing leadership to our voluntary training team. The post-holder will also carry responsibility for any regulatory, legal or professional requirements, striving for the highest standards at all times and take an entrepreneurial view on the development of services with a focus on income generation and viability at all times.

The post-holder will work closely with the Chief Executive and Trustees to collaboratively lead and manage the organisation as a whole, committing to our expectations framework, modelling the behaviours we seek and working within our values.

Dog A.I.D. (Assistance in Disability)

Earlyworld House, 7 Darwin Court, Oxon Business Park, Shrewsbury, Shropshire, SY3 5AL
Telephone 01743 588469 | Registered Charity in England and Wales Number 1178719 | www.dogaid.org.uk

Main Duties and Responsibilities

- **Leadership**
 - Provide leadership, vision and strategic direction to our training and support services and be responsible for the delivery, development and growth of these services in order to meet the needs of people with disabilities throughout the UK
 - Support a culture of excellence by planning for and delivering continuous improvement and innovation
 - Ensure that there is an effective system of governance for service delivery and be accountable for this, enabling trustee involvement in strategic governance issues
 - Ensure that services are delivered in accordance with operational policies approved by the board of Trustees and any appropriate committees in a user-centric, culturally sensitive and individually appropriate manner
 - Lead effective risk management of service delivery and development including audit, complaints management, policy writing and other quality standards
- **Management and Operational Responsibilities**
 - Effectively manage our service delivery and associated operational plans; including the delivery of regular Client & Trainer and Trainer Only Workshops
 - Collaboratively develop new services ensuring that any proposals are supported by an evidence base and financially viable, including the development of partnerships and funding relationships where relevant
 - Lead the development of an operational plan and budget that supports delivery of the organisation's strategic objectives and the annual business planning cycle
 - Be responsible for the long term planning, recruitment, development and support of our voluntary training team, aligned to organisational HR and Volunteer Resource policies
 - Set clear objectives, develop and maintain appropriate development plans and appraisals with both direct employed reports and voluntary trainers (where applicable)
 - Lead and support strong, effective internal communications across our voluntary team/s and the whole organisation
 - Provide strategic leadership in safeguarding and the protection of vulnerable people (primarily adults), ensuring compliance at all times alongside appropriate assurances to our board of Trustees
 - Ensure the development and maintenance of the effectiveness of operational policies across the organisation, ensuring that these policies are research-based and comply with legislative standards and guidelines, and that they are regularly updated and communicated
 - Ensure the ongoing governance, monitoring and evaluation of all areas of responsibility, providing such reports and statistical analysis that may be required by the Chief Executive and Trustees
 - To embrace and lead on the development of digital initiatives to enhance services where appropriate
- **Education, Research and Professional Development**
 - Facilitate the professional development of any directly employed staff and our team of voluntary trainers, providing and maintaining a stimulating environment where training and development needs are identified and addressed
 - Provide and promote an environment in which research and education can thrive, encouraging a culture of critical thinking
 - Promote formal education, health & wellbeing support, supervision and coaching provision as appropriate for employed staff and volunteers to enable the team to cope with the demands of the service
 - Ensure that Dog Assistance in Disability is seen as a learning organisation, delivering the highest standards and providing opportunities for shared learning and development

- **User Involvement**

- To promote a caring environment where the people who benefit from our services are enabled to be 'partners' in the development of services and the organisation as a whole
- Ensure effective systems are in place to gain feedback from service users on their experience of the organisation
- Ensure comments, concerns and complaints are managed in line with the organisation's policy, including making the most of opportunities to share learning

- **Key Working Relationships and Stakeholder Management**

- To develop and maintain close working relationships with the Chief Executive, Trustees, Employed Team Members and Volunteers
- To manage and maintain appropriate multi-agency relationships, including social partners and key supporters or at least provide a major contribution to maintaining these links
- Promote the charity by engaging with appropriate professional networks locally, nationally and internationally
- Develop and manage partnerships formed to shape new services, where appropriate, ensuring outcomes are agreed and delivered

As a member of the Senior Leadership Team

- Work collaboratively with the Chief Executive and board of Trustees to achieve the aims of Dog Assistance in Disability as well as providing advice and guidance on service delivery matters
- Contribute to the development of an effective organisational strategy and delivery of subsequent objectives
- Work in conjunction with the Chief Executive to create and communicate a strong business case for the work of the organisation
- Lead and support effective change management, when appropriate
- Play an active role in promoting the charity to the widest possible audience (including the public, healthcare professionals, other aligned organisations and potential stakeholders); this may also include representing the organisation in the media
- Take strategic responsibility for ensuring that the resources of Dog Assistance in Disability are maximised through cost effective delivery of services
- Support effective governance by engaging with, and leading as required, all relevant governance bodies and processes.
- Contribute to effective risk management across Dog Assistance in Disability and ensure delivery of the integrated risk management strategy
- Take responsibility for protecting the confidentiality of health, care and other information, making sure it is used properly. Ensure confidentiality in all areas of the charity's work
- Ensure that Dog Assistance in Disability is a place where equality and diversity are valued and respected

Technical Skills, Professional Knowledge, Experience and Behaviours

- Develop personal and professional knowledge through critical self-appraisal, peer review, networking with other professionals and attendance at relevant courses and conferences
- Keep up to date with relevant good practice, legislative changes and regulation, guidance through regional, national and international professional networks, education, journals, briefings etc. and ensure changes are introduced to organisational policy and practice as appropriate
- Maintain current registration with any professional bodies as relevant

- Act at all times with the highest standards of integrity and professionalism as a positive role model within the organisation and an effective ambassador externally
- Undertake an enhanced DBS check once every three years or as required by the charity's safeguarding policy and procedures
- At all times maintain a flexible, adaptable, tenacious approach and enjoy working in a fast-paced growth environment, with the ability to work to tight deadlines within constraints of a small national charity

Disclosure and Barring Service Checks

The Charity is committed to safeguarding vulnerable individuals and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). Dependent on the role, one of the following DBS checks will be carried out:

- Standard disclosure
- Enhanced disclosure
- Enhanced disclosures with children's and/or adults' barred list check(s):

This role is not exempt under the Rehabilitation of Offenders Act and is therefore eligible for an enhanced disclosure DBS check.