



## Job Description & Person Specification

<b>Title:</b>	<b>SENIOR CLIENT SERVICES CO-ORDINATOR</b>
<b>Salary:</b>	<b>£31.000 per annum</b> 37.5 hours per week (standard hours 9am and 5pm but flexibility will be needed)
<b>Responsible to:</b>	CEO / Training manager
<b>Specific Duties:</b>	<ul style="list-style-type: none"> <li>• To assist in the recruitment and interview process for new staff.</li> <li>• To assist in the supporting and training of new staff, in particular client services co-ordinators.</li> <li>• To support new staff on interviews, assessments, aftercares and ongoing training sessions until they can lone work effectively. This will require flexible working hours e.g. evenings/weekends.</li> <li>• Home visits &amp; community-based training as and when required.</li> <li>• Manage the client services team effectively ensuring clients are receiving a structured and fair process during application and effective support following graduation.</li> <li>• Ensure the standards of assessments and training are always maintained.</li> <li>• Oversee all clients on assessment and waitlist and ensuring they get processed effectively.</li> <li>• Ensure aftercare training for partnerships is completed and in a timely and appropriate manner.</li> <li>• Supporting the team on any training and/or behavioural concerns raised, ensuring effective behaviour modification plans are put into place.</li> <li>• Support and oversee the client services team on any partnership concerns ensuring proper procedures are followed.</li> <li>• Where needed to support in the day-to-day running of the client services team to ensure KPIs are met.</li> <li>• Oversee client service co-ordinator duties during staff sickness or annual leave.</li> <li>• To work with other members of the extended senior leadership team, to ensure we are working together to meet the vision and values of support dogs.</li> <li>• Oversee the team's planners ensuring targets of are achieved.</li> </ul>

	<ul style="list-style-type: none"> <li>• Conduct staff reviews and create personal development plans</li> <li>• To highlight and act on any staff competency concerns, including conducting performance plans if needed</li> <li>• Consider and propose new procedures to improve the standards within the training team</li> <li>• Assisting the day-to-day administration of the training department</li> <li>• Provide updates and compiling reports to the training manager on any concerns or issues.</li> <li>• Attend any relevant professional development course as deemed necessary.</li> <li>• Attending specific events which may involve flexible working hours e.g. evenings and weekends</li> <li>• To share on call duties as required</li> <li>• To be committed to the vision, mission and values of Support Dogs</li> <li>• To ensure compliance with the ethos and policies of Support Dogs</li> <li>• To ensure good practise in relation to confidentiality</li> <li>• Any other duty as required by the Training Manager, CEO or Board of Trustees</li> </ul>
<p><b>Essential Criteria:</b></p>	<ul style="list-style-type: none"> <li>• GCSE, or equivalent, in English and Mathematics</li> <li>• Extensive experience of dog training and behaviour modification using reward-based methods</li> <li>• Experience of conducting behavioural assessments on dogs</li> <li>• Experience of planning and delivering training to individuals and groups</li> <li>• Excellent knowledge of the scientific principles of animal learning and training</li> <li>• Previous experience in a senior/managerial role</li> <li>• Natural rapport with adults, children &amp; dogs</li> <li>• Excellent communication skills with adults and children</li> <li>• Proficient in using Microsoft Word, Excel and E-mails</li> <li>• Excellent interpersonal skills</li> <li>• Ability to work independently using own initiative</li> <li>• Excellent organisational skills</li> <li>• The ability to work under pressure with limited supervision</li> <li>• To be able to prioritise work and use effective time management</li> <li>• Demonstrates confidentiality and sensitivity</li> <li>• Compassionate and approachable</li> <li>• Adaptable approach to work</li> <li>• Positive attitude</li> <li>• Full clean driving licence</li> </ul>

**Desirable Criteria:**

- Recognised qualification in animal training and/or behaviour (degree level preferred)
- Experience of working with people with a range of disabilities
- Previous experience of instructing clients within an Assistance Dog organisation
- Recognised teaching qualification
- Autism awareness training
- Disability awareness training
- Epilepsy awareness training
- Child protection training