



Operations – Rehoming

Job Title:	Behaviour Officer
Reporting to:	Welfare Manager
Dogs Trust Grade:	E
Location:	Rehoming centre

Job Purpose

As part of our dedicated Welfare Team, Behaviour Officers play a vital role in assessing, training, and preparing dogs for their forever homes. Behaviour Officers continually evaluate dogs in our care, adapt and implement tailored training and behaviour modification programmes, ensuring each dog is ready for adoption as quickly as possible. They play a key role in supporting adopters, both during the adoption process and after rehoming, to ensure that every dog has the best possible chance of successfully settling into their new life.

For the most complex cases, they will personally implement training plans, while also supporting both the Welfare Team and volunteers in delivering these programmes effectively. They will help build the behaviour skills and confidence of the whole centre team, providing ongoing professional training, mentorship, and guidance. They will also identify when some Dog Welfare Assistant colleagues are ready to work towards formal accreditations whilst recommending next steps in their development.

Overview of the Department/Team

The Rehoming department is responsible for helping as many dogs as possible find their forever homes, whether they are cared for in our network of Rehoming Centres, in a foster home or by their current owner using the Homestay scheme. We strive to achieve excellence in our rehoming processes and to ensure the highest standards of veterinary and behaviour care through our highly skilled teams.

Key areas of accountability

To assess the behaviour of dogs, before they enter Dogs Trust care and during their stay, to identify potential behaviour needs, as per Dogs Trust Standard Operating Procedures.

Identify, adapt where necessary, and implement Behaviour Modification Programmes (BMPs) and training plans to enhance each dog's chances of rehoming, in support of the centre's priorities based on individual dog welfare and requirements. Guide and assist colleagues in carrying out behaviour and training plans. Monitor the progress of individual training and rehabilitation programmes and maintain detailed records of the progress of each dog.

Review BMP and other training programmes if the dog's progressing is slowing or other needs are showing in the dog. Seek guidance from the Welfare Manager to review as appropriate and seek external guidance from the central team (vet behaviourist) in addition if necessary.

Provide professional training, support and assessment colleagues (staff and volunteers) at the rehoming centre, developing practical training and behaviour skills. -This includes delivery of the defensive handling techniques. -Contribute to the identification of any colleague development requirements and share them with the Welfare Manager so that Dogs Trust maximises confidence of colleagues around dogs and with specific dog training activities. Provide oversight of the practical implementation of the BMPs.

With the guidance of the Welfare Manager, provide professional behaviour guidance to the Dog Welfare Team, colleagues in the Rehoming Team and Volunteers as necessary to improve their training skills or support them with specific dogs. - Where necessary, provide specific one-off or ongoing guidance on specific issues, for adopters or foster carers.
Provide feedback to the Welfare Manager about any dogs of concern. Prepare submissions for behavioural medication requests and, where deemed necessary, draft paperwork for submission regarding the consideration of euthanasia. This will include documentation for periodic welfare review for specific dogs.
Provide a high standard of customer service to members of the public and adopters when meeting them in person or dealing with them over the phone/by email. Deliver pre-adoption talks and individual training sessions for adopters as necessary and promote the behaviour services to adopters should they have specific needs post adoptions.
This role is likely to be required to work in the kennels on a regular basis, undertaking Dog Welfare Assistant duties ensuring the dogs in our care are appropriately looked after. Training will be given as part of the induction/probation period.
Some of our centres have a Specialist Rehabilitation Unit (SRU) where the Behaviour Officer role may be focussed primarily on the SRU. In these cases, this will be specified in the job advert.
Site supervision may be required at rehoming centres without kennels. Responsibilities will include: • Be a First Aider (training will be given if not already appropriately qualified), • First responder on site for any other issues, • Ensure the site is locked/unlocked and alarmed/unalarmed, • Morning brief/coordinating staff on site (advising where to go and if someone has called in sick to reallocate staff pending arrival of manager), • First port of call for any concerns/questions, • Stray dogs/emergency intakes, • Fire Warden (training will be given) and respond to intruder/fire alarm, • Create handover notes as necessary and signing team off at the end of the day/check lone workers are back.
Keep up to date with current thinking on canine behaviour and training and ensure manage own professional development.
Deputise for the Welfare Manager in their absence, as necessary and appropriate on behaviour decisions.
Any other reasonable duties.

Person Specification
<i>Essential skills, qualifications, experience, and attributes for Shortlisting purposes</i>
Achieved or working towards formal accreditation for Behaviour Technician Standard.
In-depth knowledge of dog behaviour, training and welfare, including: • Practical experience devising and carrying out behaviour modification and rehabilitation programmes • Effective evaluation of underlying motivations of behavioural change, including where clinical history is limited, translating this into appropriate individual treatment options • Understanding principles underlying learning, including positive reinforcement training
Experience of safely handling dogs of a range of different breeds and behavioural characteristics, including those who maybe fearful or aggressive.
Experience of successfully delivering training to staff and/or volunteers and in identifying learning needs in colleagues, with a positive and proactive attitude.
Computer literate, including use of MS Office and computerised database and/or CRM systems such as Salesforce.
Excellent communication and interpersonal skills, written and verbal.
Good organisational and time management skills.
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate.
Experience of working in a kennel/rehoming/welfare environment, recognising key indicators of compromised welfare in dogs, including those specifically in these environments.

A good understanding of the importance of great customer service, including willingness to work positively and proactively with members of the public, ideally with experience of providing excellent customer care.
Full, clean manual UK driving licence and confident driving a variety of vehicles.
Evidence of working well in a team.
<i>Desirable skills, qualifications, experience, and attributes</i>
Working, or intending to work towards, gaining competence and/or accreditation at Clinical Animal Behaviourist.
Commitment to the aims and objectives of Dogs Trust.

Our values and behaviours
The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.
<u>We dream big</u> Thinking boldly – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working. Embracing change – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality. <u>We're on the ball</u> Staying curious – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives. Focusing on impact – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do. <u>We make things happen</u> Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities. Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information
At Rehoming Centres without kennels, Behaviour Officers are expected to be trained First Aiders, and must maintain this accreditation.
Rehoming Centres are operational between 8am to 7pm every day of the year. Colleagues will be required to work early and late shifts on a rota basis. Colleagues are expected to work one weekend in two and on bank/public holidays on a rota basis.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role.
All Rehoming Centre staff are provided with a uniform and are expected to maintain this to a high standard of presentation.
This role presents potential emotional demands, which may require a level of resilience.
This role may involve travel, including staying away from home on occasion, for training, meetings, and conferences.
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