



Job Description

Title;	Client Services Co-Ordinator
Salary;	£29,700
Purpose of Job;	<p>To effectively support and process client applications to our assistance dogs programme and conduct interviews and assessments.</p> <p>Provide ongoing training, support and Aftercare's for graduated assistance dog partnerships.</p>
Responsible to;	Senior Client Services Co-Ordinator
Specific Duties;	<ul style="list-style-type: none"> - Respond to general training, behavioural, and basic medical enquiries from partnerships and giving advice where appropriate. - Compiling written training reports. - Processing applications. - Arranging planning meetings with relevant staff. - Conducting interviews and practical assessments of potential applicants throughout the application process to acceptance. - Conducting dog assessments. - Responsible for aftercare and support of graduated assistance dog partnerships. - Coaching partnerships through extra training sessions. - Arranging off site visits when applicable. - To assist in the training and education of new training staff and volunteers, if required. - Assisting with the day-to-day administration of the training department. - Attending specific events which will involve flexible working hours e.g. evenings and weekends (lieu time may be available). - To share on call duties as required. - To be committed to the aims of Support Dogs. <p>To ensure compliance with the ethos and policies of Support Dogs. To ensure good practise in relation to confidentiality. Any other duty as required by the management team or Board of Trustees.</p>
Essential Qualities;	<p>Previous and proven dog training experience Computer literate Strong communication and people skills with the ability to adapt to varied needs. A high level of initiative The ability to work under pressure with limited supervision. To be able to prioritise work. Confidentiality. Sensitivity.</p>

	<p>The ability to work as a collaborator. To have an adaptable approach to work To be able to delegate work appropriately. To be comfortable in the presence of dogs. Good problem-solving skills.</p>
Preferred Qualifications;	<p>Animal Psychology and behavioural qualifications. Instructor and/or Teaching qualification. Experience of working with adults and children with disabilities, epilepsy, and autism. Previous experience within an assistance dog organisation. Experience conducting behavioural assessments on dogs and planning and delivering training sessions.</p>