



Operations – Rehoming

Job Title:	Welfare Manager
Reporting to:	Centre Manager
Responsible for:	Behaviour Officers, Veterinary Nurse, Veterinary Physiotherapist and Hydrotherapist (where applicable)
Dogs Trust Grade:	D
Location:	Rehoming centre

Job Purpose

Take the lead in shaping the welfare journey of every dog in our care, driving timely decision-making and progression through effective behaviour and veterinary rehabilitation toward their forever home. Champion the continuous development of behaviour and veterinary expertise not just within your immediate team but across the entire rehoming centre. Identify learning and development needs, collaborating with key teams, and delivering impactful mentorship, coaching or training to ensure consistent standards of knowledge and skills across the rehoming centre.

Oversee the veterinary suite, leading the in-house nursing team to deliver high quality clinical care. Safeguard the overall welfare of our dogs through strong advocacy of biosecurity principles, oversight of SOPs/policies and by building strong partnerships with local veterinary practices and out of hours providers where relevant.

Ensure effective collaboration between behaviour and veterinary teams to ensure timely, compassionate and consistent decision-making. Proactively support the wellbeing of teams, especially when dealing with difficult decisions and recognise that team wellbeing is directly related to the standard of welfare of our dogs.

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

Lead, develop, coach and manage a small team, creating and maintaining a high performing team that devise and deliver both acute or ongoing veterinary care and behaviour modification for the dogs in our care. Act as a balanced advocate across veterinary and behavioural disciplines to reach the best outcome for dogs in our care.

Oversee the development of behaviour and dog management skills in colleagues (staff and volunteers) across all areas of the centre. Ensure they can effectively deliver against objectives and work within Standard Operating Procedures, health and safety and legal requirements.

Identify staff and volunteer behaviour/welfare training needs across the centre. Provide training and mentoring for colleagues as appropriate including defensive training, training techniques and

implementation of Behaviour Management Programmes. Liaise closely with the Behaviour and Vet Nursing Standards team to ensure all colleagues and volunteers in the centre have the right level of knowledge and skills to handle, assess, undertake rehabilitation work, review outcomes and ensure progress for all dogs in our care. Ensure that all Behaviour Officers progress to the highest level of the role and undertake assessments as required to confirm their progression through the career grade. Oversee the standards and development of Dog Welfare Assistants and Supervisors in training and behaviour knowledge and skills.
Responsible for the day-to-day training and behaviour activities for dogs under the rehoming centre's care, in line with organisational requirements. Oversee timely assessment and review of all dogs, ensuring their continuous improvement and progress towards successful rehoming.
Lead on the assessment of dogs admitted to the centre ensuring a clear behavioural evaluation ('diagnosis') based on interpretation of likely motivation and/or underlying emotional state in different contexts for any dogs showing undesired behaviours. Oversee the development of a clear action plan for each dog. Proactively seek out opportunities to collaborate with other centres in the network. Support colleagues in the implementation of the appropriate behaviour, rehabilitation or training programme for each dog, including timescales for review. Create specific behaviour modification programmes for dogs with challenging or complex behavioural signs and/or support team members to develop their skills in this area.
Lead the ongoing evaluation of the behavioural signs of dogs in the centre, with a focus on ensuring all dogs are progressing towards increased chance of rehoming. Support teams in identifying and reporting any changed signs indicative of behaviour or welfare issues and ensure action plans are adapted or updated accordingly. Ensure all relevant administration relating to assessment and review of dogs is completed on time and to the right standard.
Work closely with the Operational Standards and Welfare team to feedback on relevant SOPs and guidance. Feedback and assist in the development of new training protocols with central professional standards teams.
Work closely with Post Adoption Support teams to ensure timely and joined up behavioural and veterinary support for adopters of dogs. Provide relevant information on behaviour and rehabilitation work undertaken in centres to Post Adoption teams where required or provide support from the centre team directly to adopters where essential for the welfare of dogs.
Be responsible for self-development and keep up to date with the latest research and clinical knowledge on canine behaviour and training, attending internal training courses and meetings. Work with the research team to identify knowledge gaps relevant for the welfare of dogs in rehoming centres.
Support the Behaviour Officers in developing Dog Welfare Assistants' behaviour knowledge and rehabilitation skills. This includes supporting and assisting the Behaviour Officers in arranging and running regular assessment and rehabilitation workshops, providing one-to-one mentoring and supporting and monitoring the recording and reporting of information regarding interventions with dogs.
Oversee or conduct welfare assessments of dogs whose behaviour gives cause for concern about their quality of life. Ensure that relevant behaviour therapies are instigated immediately where indicated. Review progress of these cases regularly and involve colleagues in the Clinical Behaviour Support team (e.g. Veterinary Behaviourists) for support if required. Ensure local veterinary support is sought rapidly where indicated. Carefully consider other options, such as transfer to other centres to increase likelihood of rehoming, or euthanasia, where appropriate, for individual cases.
Promote the work of Dogs Trust as required through the media, the public, local vets etc, in support of our key messages, brand and positive public image.
Ensure the medical welfare of the dogs in our care through effective management of the Veterinary Nurse and Veterinary Assistant and maintaining oversight of the medical needs of the dogs in care in the centre. Maintain strong relationships with the local and national veterinary teams and ensure a consistent approach to the delivery of veterinary care in the centre. Notify the national Veterinary team for support in the absence of the Veterinary Nurse. Liaise with the Veterinary Behaviourists in the Clinical Behaviour Support team to support on the relevant use of psychoactive pharmaceutical agents.
Support the Veterinary Nurse and Veterinary Assistant in their role, ensuring that veterinary care is provided in a timely manner as required for dog welfare. Ensure that dogs' veterinary and behavioural needs are balanced, and decision making for individual cases involves both the physical and mental health considerations. Work with the centre Veterinary Nurse and when necessary, assist the vet during visits to the centre and order veterinary supplies as required.

Liaise with the Learning and Development Manager and Behaviour and Vet Nursing Standards Development team to ensure staff development provision in canine behaviour and veterinary nursing fits within an overall staff development plan and that record keeping regarding staff development is appropriately maintained.
To work with the Fostering Coordinators to develop and deliver training to the team of foster carers to maximise the number of dogs that can be placed in foster care. Training will include induction, specific-behaviour training and support with individual dogs in foster care.
Have a collaborative approach to ensuring continuous improvement in standards of welfare for dogs across the rehoming network, actively contributing to internal consultations, pilots of new practices or policy discussions through liaison with colleagues from across the organisation.
Use data proactively to make recommendations and decisions that will improve all aspects of the centre's operation with regard to dog welfare. Work with national data teams to ensure accuracy of data, and in development of appropriate data reporting for centre teams.
All members of the Centre Management Team are expected to be Duty Manager and/or Duty Supervisor on a regular basis throughout the working week. This will enable the Welfare Manager to have hands on experience of work across all aspects of the centre and maintain knowledge and experience of other roles in the centre. Specifically as Duty Manager the requirements are: • Assessment of staffing levels on the day in case of unexpected staff absence to ensure effective operations and there is no compromise in the welfare of dogs, • Cashing up and processing donations, • Ensuring excellent customer service including that visitors or callers are dealt with professionally, • Undertaking general kennel work (cleaning, feeding, medicine and exercise) as necessary, • Maintenance work oversight and sign off as necessary, • Trained first aider (training will be given).
In the absence of other colleagues, be the first point of calls for visitors and appointments at the centre and ensure the highest level of customer service is provided.
Any other reasonable duties.

Person Specification
<i>Essential skills, qualifications, experience, and attributes for Shortlisting purposes</i>
Accreditation in clinical dog behaviour and welfare, at the level of the ASAB Accreditation Certified Clinical Animal Behaviourist (CCAB) or ABTC Clinical Animal Behaviourist (CAB) standard. Colleagues who are working at but not accredited at this level will be required to attain ABTC-CAB accreditation in role as part of their professional development.
Demonstrable high level of knowledge and experience in clinical behaviour and welfare, reading canine body language, facial expressions and vocalisations to determine the temperament and emotional state of dogs, including the development of undesired behaviours.
Understanding of the principles behind different methods of behaviour modification, through critical evaluation of information from a range of sources.
Experience of leading, developing and managing a small team to high standards of performance, whilst maintaining engagement with volunteers in a service environment.
Extensive experience of safely assessing the motivation/emotional state of dogs, even where clinical history is limited, handling and rehabilitating dogs of a range of different breeds and behavioural characteristics, including those who may be fearful or aggressive.
Extensive practical experience of devising, and implementing, behaviour modification and rehabilitation programmes, ideally in a rehoming centre environment. Expertise in developing treatment protocols based on clinical assessment and reviewing/revising treatment as required based on progress. Experience in determining where psychoactive medication or veterinary support may be indicated in clinical cases.
Evidence of effective mentoring or coaching of colleagues, and experience in providing empathetic counselling and support for owners of dogs with behavioural issues.
Understand the delivery of veterinary care and standards in the rehoming centre context.
Ability to handle difficult conversations with members of the public, colleagues or public speaking. Ability to adjust communication so that those without, or limited, behaviour knowledge can easily understand the message.
Be computer literate with knowledge of MSWord, Excel, able to use Internet, email and be familiar with CRM and other database products.

Ensure data gathering is undertaken accurately and in a timely way.
Be passionate about enhancing the welfare of dogs and supporting colleagues to work through the best options or outcomes for dogs, including where the best welfare option may be euthanasia.
Emotional resilience to manage the potentially emotional demands of the role.
<i>Desirable skills, qualifications, experience, and attributes</i>
Degree level qualification in animal behaviour, animal science, animal welfare, or a related field.
Experience of undertaking behavioural assessment and rehabilitation programmes in a kennel environment.
Experience working with veterinary colleagues, knowledge of the veterinary profession.
Have good written communication skills, and able to support with written reports or professional documents and materials.
Experience working with volunteers.
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
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. Rehoming centre management colleagues are expected to work either one weekend every three or four weeks (depending on the requirements of the centre). However, during periods of manager sickness/vacancies this could temporarily increase to every other weekend. Colleagues are also required to work on bank/public holidays on a rota basis.
During out of hours (7pm to 8am), a member of centre management must be on-call. This responsibility will be shared between the management team, and will be arranged on a locally managed fixed rota. When on call, the postholder is required to be within easy reach of the centre (45 mins or less in off-peak). Staff accommodation will not be provided when on call.
All members of centre management are expected to be trained First Aiders and must maintain this accreditation.
All Rehoming Centre staff are provided with a uniform and are expected to maintain this to a high standard of presentation.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role, which may include cleaning kennels as well as handling dogs.
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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