

			
<b>Job Title</b>	Aftercare Assistant (Cornwall & Devon)	<b>Department</b>	Operations
<b>Reports to Manager</b>	Aftercare Manager	<b>Job Band</b>	4 – Professional
<b>Date</b>	March 2024	<b>Pay range</b>	£13.21 per hour and mileage at 40 per mile
<b>Location</b>	Home based to travel to surrounding counties including Cornwall & Devon	<b>Hours</b>	Ad hoc/ Casual – worked as and when needed in line with visit schedule.
<b>Purpose:</b> To provide Aftercare support for partners, reviewing health and welfare of dogs and provide on-going training and instruction with partnerships.			
<b>Responsibilities</b>		<b>Dimensions</b>	<b>Organisational skills and values</b>
<b>Partnership Aftercare</b> <ul style="list-style-type: none"> <li>Provide aftercare training and support for partnerships in and around their own homes &amp; outside including work/ public routes &amp; free running exercises.</li> <li>Carry out an agreed schedule of aftercare visits (either using virtual platforms or by conducting face to face appointments), to compile a report from each visit, to be submitted to the Aftercare Manager within a designated timeframe.</li> <li>Monitor partnerships in all working areas to give feedback and advice for on-going training, health, and welfare.</li> <li>Support all new/ established partnerships to achieve their personal goals, charity awards and criteria including preparing them for a Final Assessment.</li> <li>Attend training inputs with Aftercare Manager and other staff members as necessary, either virtually or at the National Training Centre (Osgathorpe, Leicestershire).</li> <li>Attend weekly aftercare team meetings (remotely).</li> <li>Use positive training methods to be able to instruct others. Maintain and develop own dog training expertise.</li> <li>Provide refresher/aftercare training to partnerships, which may necessitate some overnight stays in other locations throughout the UK.</li> <li>Help with the transporting of dogs in emergencies or for fostering.</li> </ul>		Direct reports: N/A Indirect reports: N/A Internal stakeholders: Operations team, volunteers External stakeholders: Partners/clients	The personal touch Respect Passion Teamwork Excellence Innovation
		<b>Performance Measures</b>	
		Annual objectives met across all areas of responsibility.	
		<b>Role specific knowledge and skills</b>	
		<b>Essential:</b> <ul style="list-style-type: none"> <li>Good knowledge of dog training and behaviour.</li> <li>Ability to communicate at all levels with a wide range of people.</li> <li>Good interpersonal skills.</li> <li>Ability to maintain confidentiality.</li> <li>Record keeping skills.</li> <li>ICT skills, basic level (MS office, internet, email).</li> <li>Report writing ability.</li> <li>Full UK driving licence and use of appropriate vehicle for work purposes or ability to travel significant mileage in delivering the requirements of the role.</li> </ul>	

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

<p><b>General/other</b></p> <ul style="list-style-type: none"> <li>• Training will be either provided in the Devon / Cornwall area or in the Sussex / Surrey area for a minimum of 1 week dog and disability instruction and shadowing period (Mon – Fri), before conducting solo visits.</li> <li>• Will be required to submit monthly claims for mileages completed and expenses.</li> <li>• To undertake any other reasonable tasks as assigned by the line manager.</li> <li>• Be compliant with all Canine Partner's policies and procedures.</li> <li>• Develop good working relationships with volunteers.</li> <li>• Develop and maintain good working relationships and liaison with other members of Canine Partners staff. Be a constructive member of the team and work co-operatively with other staff members. Take part and contribute to team meetings.</li> <li>• Co-operate with Canine Partners on health and safety matters, taking reasonable care of own and other people's health and safety within the workplace. Follow any H&amp;S training received and alert Canine Partners to any serious risks.</li> <li>• Actively participate in the staff appraisal scheme and be committed to training and development in line with the Charity's aims and objectives.</li> <li>• Liaise with other members of Canine Partners staff, volunteers, clients, contractors, and other stakeholders as necessary.</li> <li>• Promote the Charity's work, assisting with demonstrations and in fundraising &amp; awareness events as appropriate.</li> <li>• Perform any other reasonable task as required by Canine Partners.</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Understanding of human medical conditions as they relate to the canine partnership.</li> <li>• Experience of providing training.</li> </ul> <p><b>Personal qualities:</b></p> <ul style="list-style-type: none"> <li>• Attention to detail.</li> <li>• Level headed.</li> <li>• Flexible and adaptable.</li> <li>• Customer focussed.</li> <li>• Tactful, diplomatic, and sensitive.</li> <li>• Can work on own initiative as well as part of a wider team.</li> <li>• Compatible with Charity values: Excellence, respect, passion, teamwork, the personal touch, innovation.</li> <li>• Comfortable with dogs in the workplace/ office.</li> </ul>
<p>Approved by:</p>	<p>Date:</p>

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