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| Job Title | Aftercare Instructor - Southeast | Department | Operations |
| Reports to Manager | Aftercare Manager | Job Band | 4 – Professional |
| Date | March 2024 | Pay range | £23,655 to £26,612 per annum |
| Location | Homebased to travel to surrounding counties including: Mainly Kent, Sussex, and some parts, of Surrey and London | Hours | 5 days (37.5 hours) per week, Monday to Friday, 8.30am to 5pm. Additional weekend and unsocial hours as necessary, from time to time, to assist with Charity's activities e.g. fundraising events, demonstrations etc. (time off in lieu available) |
| Purpose: To provide aftercare support for partners, reviewing health and welfare of dogs and provide on-going training and instruction for partnerships including conducting Final Assessments and retirement visits. | | | |
| Responsibilities | | Dimensions | Organisational skills and values |
| Partnership Aftercare <ul style="list-style-type: none"> Provide aftercare training and support for partnerships in and around their own homes & outside including work/ public routes & free-running exercises. Carry out an agreed schedule of aftercare visits (using both virtual platforms or by conducting face to face appointments) and compile a report from each visit, to be submitted to the Aftercare Manager within a designated timeframe. Monitor partnerships in all working areas to give feedback and advice for on-going training, health, and behaviour. Return home with newly qualified partnerships to provide an aftercare service in their first two weeks. This may necessitate overnight stays away from home. Attend and run training inputs with Aftercare Manager and other staff members as necessary, either virtually or at the National Training Centre (Osgathorpe, Leicestershire). Use positive training methods. Maintain and develop own dog training expertise. Provide refresher training to partnerships. Support the Aftercare Manager in providing training for part-time | | Direct reports: 0 Indirect reports: Mentoring Aftercare Assistants Internal stakeholders: Operational team External stakeholders: Partnerships and volunteers | The personal touch Respect Passion Teamwork Excellence Innovation |
| | | Performance Measures | |
| | | Annual objectives met across all areas of responsibility. | |
| | | Role specific knowledge and skills | |
| | | Essential: <ul style="list-style-type: none"> Strong knowledge of dog training and behaviour Ability to communicate at all levels with a wide range of people. Experience of providing training, teaching, or coaching. Good interpersonal skills. Ability to maintain confidentiality. Record keeping skills. ICT skills, basic (MC Office, Internet, email). Report writing ability. Good general standard of education sufficient to perform the role. | |

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.

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| <p>Aftercare Assistants on an on-going basis or for new starters.</p> <ul style="list-style-type: none"> • Act as mentor to reporting Aftercare Assistants. • To support the Advanced Training team and, if required, complete the training of partners who may have been unable to finish their training course. This could be at the National Training Centre or in the partner's home. • Be part of the duty phone rota for emergency cover provided to charity dogs. <p>General/ Other:</p> <ul style="list-style-type: none"> • Training will include a minimum of 4 weeks of dog training, disability instruction and shadowing (Mon – Fri) in the Surrey, Sussex, and Kent areas, before conducting solo visits. • To undertake any other reasonable tasks as assigned by the line manager. • Be compliant with all Canine Partner's policies and procedures. • Develop good working relationships with volunteers. • 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. • 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&S training received and alert Canine Partners to any serious risks. • Actively participate in the staff appraisal scheme and be committed to training and development in line with the Charity's aims and objectives. • Liaise with other members of Canine Partners staff, volunteers, clients, contractors, and other stakeholders as necessary. • Promote the Charity's work, assisting with demonstrations and in fundraising & awareness events as appropriate. • Perform any other reasonable task as required by Canine Partners. | <ul style="list-style-type: none"> • Full UK driving licence and use of appropriate vehicle for work purposes, car travel expenses will be covered at 40pence per mile. <p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of human medical conditions as they relate to the canine partnership. • Experience of providing training. <p>Personal qualities:</p> <ul style="list-style-type: none"> • Attention to detail. • Level headed • Flexible and adaptable • Customer focussed. • Tactful, diplomatic, sensitive • Can work on own initiative as well as part of the wider team. • Compatible with Charity values: Excellence, respect, passion, teamwork, the personal touch and innovation. • Comfortable with dogs in the workplace/ office. |
| <p>Approved by:</p> | <p>Date:</p> |

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