

REHOMING CENTRE

Job Title:	Assistant Training and Behaviour Advisor (ATBA)
Reporting to:	Rehoming Centre Manager
Location:	Dublin Rehoming Centre

Job Purpose:

To assist the centre's behaviour team with the design, implementation and review of Behavioural Modification Programmes (BMP), for dogs in Dogs Trust care. The post holder will train and support colleagues (staff and volunteers) and adopters on the implementation of Behaviour Modification Programmes.

About the Department and role:

The Rehoming Centre is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation and rehoming of dogs in Ireland.

The Assistant Training and Behaviour Advisor role is part of the rehoming centre training and behaviour team and takes responsibility for the training and behaviour activities in the centre and the staff undertaking those roles. This role is very practical, with a physical hands-on presence in the kennels and exercising areas including extensive handling of dogs and coaching of staff on a daily basis. The Assistant Training and Behaviour Advisor will be the duty behaviourist on a rota basis with other members of the TBA team and will be expected to cover for them in their absence.

Normal hours in this role are 40 per week. There will be times when longer hours are required in order to fulfil the responsibilities of the role. This role involves weekend working. Your rota can also require you to work on a Bank Holiday. Full flexibility is required.

A full Irish driving licence is required.

Key Job responsibilities	Approx. percentage of time*
To assess the behaviour of dogs, before they enter the centre and during their stay, to identify potential behaviour needs, as per Dogs Trust Standard Operating Procedures. Design and implement BMPs to enhance each dog's chances of rehoming, in support of the centre's priorities based on individual dog welfare and requirements.	20%
To assist with the training and support of staff at the rehoming centre, developing practical training skills and providing feedback to management. Also working closely with staff to oversee the practical implementation of Behaviour Management Plans.	20%
To provide a high standard of customer service to members of public and adopters when meeting them in person or dealing with them over the phone. To provide pre- and postadoption support to potential/new adopters. This will include: <ul style="list-style-type: none"> • Delivering pre-adoption talks as required • Working with Adoption Advisor to assess the appropriate level of post adoption support for adopters and their Dogs Trust dogs • Providing 1-2-1 sessions for adopters under the guidance of the centre behaviour team 	20%

Undertake home visits to follow up with new adopters as required under the guidance of the centre behaviour team.	
To oversee keeping accurate records (including incident recording) on dog welfare and behaviour and provide feedback on any dogs of concern to the management/behaviour team.	10%
To cover for the TBA, during annual leave, sickness or attendance at training events.	10%
To provide support and guidance for volunteers to improve their capability of training with specific dogs and customer service to potential adopters.	5%
Kennel duties – all rehoming centre staff may be required to work in kennels on occasions, performing Canine Carer duties. The percentage of time this constitutes will depend on the needs of the rehoming centre but is not expected to be more than 10% of the duties performed over an average year.	<10%
Any other reasonable duties.	<5%

*For guidance only. This is averaged out over the year.

Other key areas of activity:
Management of Resources:
All employees are responsible for managing their own time and resources. Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness.
Financial Responsibility:
No budget responsibility. All employees are required to be mindful of expenditure and adhere to the expenses policy. All staff have an obligation to ensure that charity funds are used and spent to benefit dog welfare.
Management of people
No formal line management responsibility. All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre.
Health and Safety: All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.
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Data Protection: All staff are responsible for ensuring they understand and apply the rules and policy for data management.
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Major internal and external relationships:
Colleagues (staff and volunteers) in the rehoming centre (including non-operations team members based at the rehoming centre), Members of the public.

Person specification:	A	I	E
Educational qualification, skills, experience and behaviours			
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers		I	E
Hard working, enthusiastic and a team player	A	I	
Excellent communication and interpersonal skills (verbal and written)		I	E
Good organisational and time management skills	A	I	
Reliable and flexible	A	I	
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate	A	I	
Passionate about enhancing the welfare of dogs in rehoming centres		I	E
Experience of working in a kennel/rehoming/welfare environment	A	I	E
Excellent knowledge of dogs and understanding of dog behaviour and their welfare requirements, including understanding the principles underlying learning	A	I	E
Experience of safely handling dogs of a range of different breeds and behavioural characteristics, including those who may be fearful or aggressive.	A	I	E
Experience in reading canine body language, facial expressions and vocalisations and understand how these relate to dogs' emotional states	A	I	E
Experience of implementing positive reinforcement training	A	I	E

Understanding of the key indicators of compromised welfare in dogs and being able to recognise these in a kennel environment	A	I	E
Good understanding of the importance of great customer service, ideally with experience of providing excellent customer care	A	I	E
Administrative skills, including use of MS Office and computerised systems	A		
Commitment to the aims and objectives of Dogs Trust	A		
Ability to travel, including staying away from home on occasion, for training, meetings and conferences	A		
Full clean manual Irish driving licence and confidence driving a variety of vehicles	A		
Emotional resilience to manage the potentially emotional demands of the role		I	
Positive attitude to personal and professional development	A	I	E
A qualification in animal training and/or behaviour would be desirable	A		
Revised: February 2024			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task

Please add a simple organisation chart for the team/department.

The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.