



OPERATIONS

Job Title:	Regional Rehomer
Reporting to:	Assistant Manager Operations
Location:	Midlands Area / Dublin Rehoming Centre

Job Purpose:

Provide the highest levels of service and support to dogs, fosterers, adopters and partner organisations at all stages of the Regional Rehoming Programme. This will involve being part of a dog's journey through the programme, from assessing, taking in, transporting, matching, rehoming, and helping with training and adopter support in order for each dog to be successfully adopted. To support dog owners in the region in the safe responsible relinquishment of their dog to the programme.

To provide all who contact Dogs Trust with a friendly and approachable welcome and to complete a variety of administrative tasks. Working within Dogs Trust's Standard Operating Procedures and health & safety guidelines and delivering excellent customer service to ensure suitable forever homes are found for the dogs in our care.

About the Department and role:

Dogs Trust is Ireland's largest dog welfare charity. Our mission is to work towards the day when all dogs can enjoy a happy life free from the threat of unnecessary destruction. To achieve our mission, we rescue, care for, rehabilitate and rehome dogs in need of our help all over Ireland. The health and happiness of every dog is at the heart of Dogs Trust and all our work. We are reliant on the generosity of the general public to fund our life-saving work.

This role involves weekend working, which will be agreed with the line manager with the potential to cover two weekends per month. Your rota can also require you to work on a Bank Holiday. Full flexibility is required.

This role requires employee to be living in a Midlands area of Ireland and will include occasional travel to the Rehoming Centre in Dublin.

Key Job responsibilities

**Approx.
percentage
of time***

Rehoming, including:

1. Intake and Relinquishment

- Helping people in retaining their dog through access to training, behavioural, general care and health care and welfare advice and supports available through the organisation.
- Supporting the responsible relinquishment of a dog into our care, either via direct handover to the organisation (into foster home, Regional partner kennels, or Dublin RC), home adoption (where the owner keeps their dog in their home until a suitable new home is found), or any other means.

2. Transport of dogs

- Safely transport dogs coming in to the programme from their places of origin, planning routes and journeys so as to cause minimal distress or disruption to the dogs being transported.

60%

<ul style="list-style-type: none"> Dogs will also be transported to foster and adoptive homes for meets and to stay, and collected from same for a variety of reasons. <p>3. Assessment of dogs</p> <ul style="list-style-type: none"> Carry out assessments of dogs using tools and template provided in order to determine the best possible welfare intervention and outcomes for each dog. The dog undergoing assessment may be in our direct care, in foster care, or in the care of their original owner or person surrendering the dog. This will include pre-intake assessments (usually taking place prior to intake, in the dogs current home, pound or organisation handing over the dog) and rehoming assessments, (usually taking place in Regional boarding kennels or a foster home) used to facilitate matching a dog with a suitable home situation so that subsequent adoption will be successful. Communicate results of these assessments to the line manager and wider team accurately and in a timely manner, particularly when results flag a behavioural issue that requires further intervention or support. <p>4. Matching with potential fosterers/adopters</p> <ul style="list-style-type: none"> Careful matching and rehoming of each dog in our care to a suitable new family. This will involve discussing Home-finding Questionnaires, answering queries and matching and rehoming dogs effectively, including translating dog's character assessments to potential adopters. Supporting the Fostering process, liaising with the Foster carers to: <ul style="list-style-type: none"> Gain a thorough knowledge of the temperament of the dogs in foster care Identify suitable dogs for rehoming to particular family situations and match these dogs with potential adopters Transition the Foster carers to adopters, should they decide to adopt 	
<p>Administration</p> <ul style="list-style-type: none"> Be able to administrate the rehoming process at all stages using software, systems and documentation provided, efficiently and effectively in accordance with procedures and data protection legislation. Maintain accurate paper and electronic records, including admissions, adoptions and financial information where needed. Planning and organising adoptions, and ensuring all administration is completed for these in a timely manner. Working with other members of the Operations and Communications teams to create promotional material for rehoming dogs in our care, including website and social media content, rehoming scripts, and other materials as required. Assist with the preparation of rehoming paperwork and packs for dogs going home and processing adoption payments and donations on software. Carrying out virtual and face-to-face home visits where necessary. 	20%
<p>Training and support</p> <p>Providing information and training to members of the public and to other team members, via telephone, online and face-to-face. This may include:</p> <ul style="list-style-type: none"> Pre-adoption talks Q and A sessions One to one discussions and training Demonstrations Post-adoption follow-up calls 	10%
<p>Care of Dogs</p> <p>All staff may be required to work caring for dogs, performing Canine Carer duties. This will also facilitate a greater understanding of the individual dogs available for rehoming. These duties may include:</p> <ul style="list-style-type: none"> Follow Standard Operating Procedures and health and safety guidelines to maintain the cleanliness of kennels to the highest standards including cleaning and disinfecting 	5%

<p>animal accommodation, drains, exercise areas, food preparation areas, laundry and outside areas.</p> <ul style="list-style-type: none"> • Ensure positive welfare for each dog through play, enrichment, exercise, socialisation and training. • Prepare food and water for each dog in your care. • Groom dogs as necessary. • Keep thorough records of each animal using kennel diaries, kennel boards, computer systems and other documentation in accordance with procedures and data protection legislation. • Carry out daily health checks and report any physical or behavioural changes to the centre's Veterinary Team/Management/Training and Behaviour Advisors. 	
<p>Fundraising: Understand the organisation's fundraising requirements and be capable of translating our current campaigns and fundraising options to members of the public. Welcome and process donations (both financial and other.)</p>	<5%
<p>Any other reasonable duties</p>	<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 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, for which training is provided.
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.
Data Protection:
All employees are responsible for ensuring they understand and apply the rules and policy for data management.
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	
Hard working, enthusiastic and a team player	A	I	
Good communication and interpersonal skills (verbal and written)		I	
Excellent organisational and time management skills, particularly with regard to remote working	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	
A knowledge of dogs and their welfare requirements	A	I	

A good understanding of the importance of great customer service, ideally with experience of providing excellent customer care	A	I	
Administrative skills, including use of MS Office and computerised systems	A		
Commitments to the aims and objectives of Dogs Trust	A		
Ability to travel within Ireland and abroad, including staying away from home on occasion, for training, meetings, conferences and other duties	A		
Full, clean driving licence and confident driving a variety of vehicles including vans	A		
Multitasking and working well under pressure skills		I	
Emotional resilience to manage the potentially emotional demands of the role		I	
A qualification in animal care, training and/or behaviour would be desirable	A		
Experience of lone working with dogs and handling dogs of differing breeds and temper in a kennel environment would be desirable	A		
Revised: April 2021			

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

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.