



# INTERNAL JOB VACANCIES

11<sup>th</sup> September 2020

## Contents

Working for Guide Dogs.....	2
Job description: Training & Behaviour Advisor.....	4



## Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

## Available roles

<b>Role</b>	<b>Location</b>	<b>Closing date</b>	
Financial Controller	Home Based (Nominated Office)	11/09/2020	External
Training and Behaviour Advisor	Home Based	15/09/2020	Internal

[For further details \(including how to apply\) for all external vacancies, please see our jobs board by clicking anywhere on this sentence.](#)

Thank you for your interest in working with Guide Dogs.

Please see below for the job description and person specification for each of the internal roles listed above.

The contents table at the top of this document will tell you the page number for each role.

# **Job description: Training & Behaviour Advisor**

**Job Title: Training & Behaviour Advisor**

**Directorate: Operations**

**Reports To: Training and Behaviour Consultant/CAS Operations Manager**

**Matrix Reporting To: None**

**Disclosure Check Level: Enhanced**

**Date created/last reviewed: 13/03/2020**

## **Overall Role Purpose**

The Training & Behaviour Advisor helps people with sight loss to live the life they choose by facilitating and supporting the roll out of Guide Dogs' Standardised training for Excellent partnerships process (STEP) to a range of staff across the business.

With support from the regional Training and Behaviour Consultant, the TBA provides expert training and behaviour advice to staff, clients and volunteers, the primary role of this post is to provide training and ongoing support to all staff, trainees and clients responsible for handling and training dogs within the team.

## **Key Responsibilities**

- To support the development of staff handling and training skills via the provision of ongoing and practical training within the day to day business context.
- To devise, lead and facilitate practical workshops and seminars to give staff the necessary practical skills, abilities and understanding required to comply with PRT approaches and values.
- To train, coach and develop practical skills in all local team staff and trainees to ensure they can care and support the training of dogs in line within STEP
- Coaching and mentoring staff, clients and volunteers to give person centred support and a range of problem solving solutions.
- To perform guide dog production operational duties as required often relating to dogs or clients with specific or additional needs.

- To support local team processes for assessing dog temperament and behaviour in all BAU training, working and withdrawn stock and to develop training plans utilising standardised PRT approaches
- The monitoring of learning outcomes, compliance and skills development of team members and to assist local managers in ensuring our standardised training approach is maintained.
- To use subject matter expertise to support clients and volunteers during training interventions to improve dog and partnership quality and performance. To support peers and TBC's during the ongoing development of the national standardised training approach
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

## Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

## Person Specification

### Education/Qualifications

#### Essential

- Qualified Guide Dog Trainer. Membership to relevant bodies associated with the animal training and behaviour modification field.
- You will be qualified as either a Guide Dog Mobility Instructor, Guide Dog Trainer or Assistance Dog Trainer/Instructor.

### Job-Related Experience

#### Essential

- Experience of working with canines specifically in relation to the shaping of behaviours and task acquisition relevant to Guide Dogs' and their clients.

- Experience in delivering Guide Dogs' animal assisted services to customers.
- Practical, hands on experience within the field of behaviour modification and animal training at both a practitioner and supervisor level.
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge.
- Proven experience of carrying out behaviour modification programs with dogs.
- Experience of working with a wide variety of dogs and with varied temperaments.

## Knowledge

### Essential

- A working knowledge of animal ethology, behaviour, learning theory and positive reinforcement training techniques.
- A knowledge of visual impairment and the effects this has on an individual's mobility and Guide Dogs handling ability
- An understanding of the guide dog production processes, the roles which support Guide Dogs production, Guide Dogs' strategic aims and customer's needs.
- Ability to demonstrate sound and up-to-date knowledge of both practical and theoretical animal training and behaviour development techniques
- Understanding of people training and coaching theory models.

## Skills and Competencies

### Essential

- Proven written and verbal communication skills, particularly in relation to the area of people skills training and education.
- Significant expertise and experience in the use of positive reinforcement training animal techniques.
- Can demonstrate high levels of enthusiasm, passion, resilience and commitment to the methodology used in PRT approaches.
- Can demonstrate the ability to actively engage with people on a practical level during the demonstration and explanation of dog training techniques. Proven ability to coach and mentor individuals during the development of practical and skills learning.

- Excellent organisational and self-management skills.
- Required to support the diverse training activities required by the project.
- The ability to seek out and utilise topic relevant CPD to aid continuous improvement.

## Desirable

- Experience of supporting elements of organisational change or continuous improvement.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.



- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

## **Safeguarding**

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required.

**\*\*End of document**