

# Dogs for Good

## Job Description

**Job Title:** Health & Welfare Assistant

**Responsible to:** Health & Welfare Team Leader



### Key Tasks

1. To ensure all the basic daily requirements of the dogs on site under the care of the health and welfare team are catered for. Regular physical examinations including gait analysis (if required) should be completed and vaccinations and parasite controls need to be up to date in line with our policies and procedures.
2. To fully manage identified health and welfare needs of our dogs, especially those allocated to you. This involves gathering information, seeking guidance (if necessary), implementing care plans and overseeing these until resolved.
3. Ensuring appropriate dog handling techniques and policies are maintained and consistency of handling is upheld across the team.
4. To clean and maintain all required areas where dogs in the Health and Welfare team's care are held in order to maintain hygiene standards and avoid the spread of disease.
5. Ensuring that the charity's stakeholders who are caring for a dog have all the required welfare equipment and receive all the necessary welfare training and support they require to be able to care for the dog effectively.
6. To carry out regular stock takes of Health and Welfare supplies as required.
7. To attend all necessary meetings which link to the Health and Welfare of dogs in the team's care to ensure they are represented and all relevant paper work and systems are up to date.
8. To undertake continual professional development by engaging with all teams within the Training Department to understand the services available and how clients can benefit from working with Dogs For Good.
9. To provide practical training, support, and advice on dog health and welfare matters to staff and stakeholders ensuring that the current legislation relating to assistance dogs and animal welfare, as well as methods and standards required by the charity and industry, are always upheld.
10. To aid development of the charity's approach to dog health and welfare and to initiate strategies, plans and proposals for achieving best practice within the context of the charity's strategic goals and in line with the policy provided by the Executive.
11. To ensure the Health and Welfare Team Leader is aware of any changes needed to the Production plan, and ensure we continue to communicate with, and consider the needs of, the Trainers, Puppy and Instructor teams.

12. To assist and support effective communication between other Training Department teams and the Health and Welfare team to deliver the charity's health and welfare objectives.
13. To ensure that dog files are fully up to date on Dynamics and that it is used effectively in maintaining accurate records for both internal and external needs and these are to be maintained by the Health and Welfare team.
14. To provide regular monitoring reports to the Health and Welfare Team Leader, to include all aspects of the charity's health and welfare activities.
15. To support and represent the charity's public relations efforts by arranging, overseeing and carrying out talks, demonstrations and dog-based promotion work as required.
16. To assist with the recruitment and education of new team members and Volunteers.
17. To provide occasional duties to maintain out of hours cover by use of a mobile phone and respond appropriately to events and solutions, as required.
18. To be fully conversant with the charity's Safeguarding Policy and ensure that staff understand what is required and operate accordingly.
19. To carry out any other reasonable task as directed by the Health and Welfare Team Leader.

### **Key Competencies**

1. Ability to recognise the need for referral regarding health and welfare and react in a timely, effective, and sensitive manner.
2. Ability to provide sound personal judgement in relation to the following:
  - Understanding the needs and motivation of service users and the effect this has on a dog's and a person's learning.
  - In negotiation with the service user, designing an education program that enables them to achieve the highest possible shared success with the charity's / service user's dog. This ensures all aspects of welfare and safety are met and, where needed, appropriate referrals are made in the interest of the service user's and / or dog's needs.
3. Ability to implement strategy and, within the context of the charity's strategic direction, plan and implement best practice approaches to service user learning and our services.
4. Ability to initiate and direct solutions in consultation with your line manager to identify and resolve complex problems and plan responses to risks and issues.
5. Ability to work with people and / or teams, specialising in different service areas and to co-ordinate activities, managing resources to ensure plans are delivered to agreed timescales.

6. Ability to demonstrate expertise in communication with a wide range of people internally and externally. This will include service users and their families, other professional service providers, representatives from other relevant charities, members of the public, senior managers within the charity and all other colleagues.
7. Ability to champion change by being open, objective and receptive towards the ideas of others and putting forward ideas to colleagues that will encourage and enable Dogs for Good's work.
8. Ability to plan work, be organised and ensure that time is utilised effectively for yourself and your colleagues.
9. Knowledge and experience in the following areas:
  - Theoretical knowledge and practical experience of dog care / veterinary procedures, ideally to veterinary nurse standard
  - Structure and activities of Dogs for Good
  - Advanced theory of practical dog learning
  - Knowledge and understanding of dog welfare and wellbeing
  - Knowledge and experience in the areas of dog health and nutrition
  - Law in relation to dogs
  - Law in relation to disability issues
  - Knowledge and understanding of key disability areas covered by the charity, including relevant medical conditions
  - Dog and human psychology
  - Education and coaching skills
  - Health and safety implications of all aspects of dog and service user need
  - Safeguarding

### **Other Requirements**

1. Accompanying dogs in the charity's vehicles is part of the job, so a full driving licence is preferred but, where applicable, we will work with the chosen candidate to find alternative solutions where reasonable adjustments are required.
2. It will be necessary on occasion to stay away overnight and to work outside of the contracted hours to include early, evening and weekend working.