

HR	Position Description	
----	-----------------------------	---

Job Title	Puppy Development Advisor
Department	Guide Dogs Centre (based in Newcastle)
Reports To	Puppy Development Manager
Manages / Supervises	N/A

() New Job Description (x) Revised Job Description

1. PURPOSE OF THE JOB:

- To recruit, assess and support families in the Puppy Raising program.
- Monitor the health and development of pups in the Puppy Raising program.
- Monitor temperamental and behavioural development of pups in the Puppy Raising program.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Puppy Raiser Liaison

- Assess potential puppy raising families and homes for suitability and conduct placements of pups into Puppy Raising families.
- Conduct Puppy Raising Training, information, placement and education sessions.
- Conduct home visits to Puppy Raising families; provide information, guidance and assistance to Puppy Raising families during these visits.
- Conduct and assist Puppy Raising families at Puppy Preschools.
- Provide ongoing support and advice to Puppy Raising families.
- Provide training to the Puppy Raising families, ensuring that programs are relevant, informative and delivered within agreed timeframes.
- Provide support and training to Puppy Raising Families with the Successive Training and Enrichment Program (STEP).
- Monitor the Puppy Raising Facebook page on a daily basis.

- Provide stories, photos and other information as required for the Puppy Central Website.

Liaison and Assistance to Puppy Raising Families and Staff

- Provide assistance and support to the Puppy Development Manager.
- Provide a prompt response to enquiries regarding the Puppy Raising program.
- Liaise with the Guide Dogs Centre's Veterinarians and the ACT recommended Veterinarian with regards to health concerns of the pups on the program.
- Liaise with the Puppy Development Manager and Canine Facilities Manager when transportation of pups is required.
- Transport pups to and from the Guide Dogs Centre at Glossodia as required.
- Liaise with the Puppy Development Manager and Canine Facilities Manager as to when pups are entering and exiting kennels.

Monitor the Growth and Development of Guide Dogs NSW/ACT Stock

- Observe and report on behaviour and temperamental development of puppies/dogs on a regular basis to the Puppy Development Manager and record observations, including suitability for programs.
- Provide reports on the Puppy Raising program, as required.
- Monitor health of pups in the Puppy Raising program and report any health concerns to the Puppy Development Manager.

Service and Professional Development

- As directed, assist/contribute to, or develop activities, resources and projects that aim to enhance client services.
- Contribute to professional development of the field by undertaking further study and research as well as conference presentation and publications in professional journals.

Administration

- Update database records of dogs.
- Liaise with Puppy Development Manager regarding the de-sexing, vaccinations, routine health checks and other medical examinations as required.
- As required, produce and analyse reports generated from the database (Microsoft CRM) system to assist in management of caseload.
- As required, locate and access appropriate resources, keep on-time scheduling, follow and maintain appropriate record keeping and reporting procedures.
- Attend and effectively participate in relevant meetings as directed. This includes appropriate preparation and being punctual.
- As directed, liaise with Marketing and Communication for media assistance when recruiting Puppy Raising and Temporary Care families.

- Work closely with the ACT office team on local issues.

WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.

3. OTHER DUTIES & RESPONSIBILITIES:

- If appropriate, take on a wide support role as one or more of the following: WH&S Committee Member; Quality Assurance (QA) Internal Auditor; QA Representative; First Aider; or Fire Warden.
- Demonstrated commitment to the Quality Assurance System, procedures and practices.
- Assist other organisational staff in promotional, fundraising and educational forums conducted.
- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

4. SUPERVISORY RESPONSIBILITIES:

- N/A.

5. KNOWLEDGE & SKILLS:

Essential

- Good communication (verbal and written) and interpersonal skills, including the ability to be sensitive, empathetic and respectful when working with relevant stakeholders.

- Ability to provide advice and leadership when working with people participating in the Puppy Raising program.
- A mature and professional approach and presentation when working with others.
- Demonstrated dog handling skills and ability to demonstrate effective leadership and control over dogs.
- Ability to competently handle dogs of all ages and at various levels of training.
- Prior experience in animal husbandry.
- Enthusiasm, energy and the ability to demonstrate a high level of initiative, while still being able to work under direction.
- Able to work independently and as part of a team.
- Able to project plan and meet deadlines.
- Ability to be flexible, adapt to varying workloads, and to effectively manage multiple tasks.
- The ability to follow through with all tasks – reliable and accountable.
- Hold a driver’s licence in order to transport dogs.
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.

6. PHYSICAL DEMANDS OF THE ROLE:

High level of activity (50% or more of time spent performing these activities)

Activity	Description	Existing controls
Extensive dog and puppy handling including walking dogs.	Lifting, twisting, stretching, bending, kneeling and squatting on a repetitive basis. Unpredictable pulling on the lead from dogs requiring exerting and restraining force with the leading hand and arm.	Staff are trained in dog-handling skills.
Providing progressive training to the Puppy Raiser in their home and local area at regular intervals.	Exposure to climate elements. Most duties conducted in public locations such as shopping streets and large shopping centres. Training will also include travel on public transport.	Staff are required to wear appropriate clothing and foot wear.

Medium level of activity (30-50% of time spent performing these activities)

Activity	Description	Existing controls
Driving in for long distances and for extended periods of time.	Sustain a dynamic sitting posture while driving for up to four hours with a break every two hours.	Vehicles comply with safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.
Computer work at a desk.	Sustain a sitting posture: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office set up. Breaks as required.
Set up as various functions such as public educational programs, events and displays. Participate in special events.	Lift, push, pull, twist, stretch, bend and squat. Static standing for extensive periods of time. May be required to work with the public.	Regular breaks. Appropriate food, water and sun shelter.

7. WORKING CONDITIONS & ENVIRONMENT:

- Office environment with support from the Canberra Team Manager
- Professional environment.
- Extensive contact with dogs.
- Regular driving.

Date Commenced Employment:

Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			