



## Client Field Trainer/Volunteer Trainer

### Background

Freedom Service Dogs of America is a nonprofit organization located in Englewood, CO that unleashes the potential of shelter dogs by transforming them into custom-trained, life-changing assistance dogs for people in need. Clients include children, veterans and active duty military, and other adults. Their disabilities include autism, traumatic brain injury, cerebral palsy, spinal cord injuries, muscular dystrophy, multiple sclerosis, and post-traumatic stress disorder. We primarily source our dogs from shelters and rescues.

### Position Summary

**Position Title:** Client Field Trainer/ Volunteer Trainer

**Position Type:** Full time, non-exempt

**Compensation:** Commensurate with Experience

**Benefits:** Medical, dental, and vision insurance covered in part by employer; 401k plan with company match.

Provide basic obedience, behavior modification, and custom task training to meet the needs of clients using positive reinforcement and clicker training. Adhere to training requirements & standards as required by Assistance Dogs International (ADI). Provide ongoing support to clients as needed. Help train, mentor, and manage volunteers that are assisting in dog socialization, walking, and training. Flexibility to work nights, evenings, and weekends as needed to support and train both clients and volunteers required. Some out-of-town and out-of-state travel required. Reports to the Dog Training Manager.

### Essential Functions

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

#### **Clients and Training**

- Provide ongoing support and training to client/dog team graduates to address behavioral issues and new skill/task development needs.
- Assist and coordinate with other trainers as needed.
- Re-certify graduated dog/client teams to support the Client Services department as needed.
- Travel to client locations across the United States for support.

#### **Volunteer Coordination & Management**

- Assist in the management of the volunteer database to ensure current volunteer training records are maintained.
- Evaluate skill level and advance volunteers as appropriate.
- Coordinate with the Volunteer Manager to ensure organizational goals are met through the consistent and ongoing training and assessments of volunteers.
- Coordinate with Volunteer Manager to schedule volunteer trainings.

- Teach dog body language and dog walking classes and other volunteer trainings as needed.
- Teach volunteer handler's class once a week.
- Train volunteers on dog socialization opportunities, such as massage, grooming, and play activities. Coordinate with Animal Health Manager and Caretakers to determine trainings needed.
- On an annual basis review all volunteer training manuals and curriculum with Dog Training Manager and Volunteer Manager and update as needed.

### **Other**

- Represent FSD at community events, participate in presentations and conduct demonstrations as requested.
- Participate in continuing education relative to this position.
- Adhere to FSD dog care and training standards.
- Assist with dog care, kennel care, and cleaning occasionally as needed.
- Drive company vehicles to transport dogs and for other Organization needs.
- Other duties that may be assigned.

### **Supervisory Responsibility**

Responsible for training, mentoring, and monitoring Dog Operations volunteers.

### **Work Environment**

This job operates in a professional office environment, dog kennels, surrounding areas, client homes, and communities. Employees will work in close proximity with all types and breeds of dogs to help socialize dogs in training. The noise level in the office environment is usually moderate. The noise level in dog kennels environment can often be loud. The location is a non-smoking environment.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to stand, bend, stoop, kneel, crouch, crawl and perform a variety of physical motions with his or her hands, arms, shoulders and legs in order to care for and train dogs. The employee is often on her or his feet, and is often required to walk; escort visitors or volunteers in or around the kennel areas; and climb or balance. The employee is to communicate regularly with others, though it is also possible that the employee will often have to work alone for long stretches of time.

The employee must be able to manipulate and use all equipment and tools necessary to care for dogs, including leashes, medicines, locking mechanisms, and dog toys. Employee must be able to open packages, measure, and use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Employee must be able to use a writing instrument to record information related to dog care and must be able to use a computer keyboard.

The employee must regularly lift and move up to 50 pounds and frequently lift and/or move up to 25 pounds. This includes the ability to retrieve and distribute dog food and other supplies and ability to retrieve and replace objects from shelves of up to 7 feet high. This job requires handling multiple dogs in training every day of up to 100 pounds on and off leash. The employee will work in proximity to cleaning agents and disinfectants and must be able to follow instructions for the use and storage of these chemicals.

Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen dog care demands outside of regular hours. During work, the employee is expected to be physically present at the building when not on an outing with a dog in training or with a client/dog team in training. Employee must be able to drive a company vehicle.

## **Position Type and Expected Hours of Work**

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. Regular days and hours of work are primarily Monday through Friday from 7:30 am to 4:30 pm. This position will require working occasional weekends, evenings, and being open to working additional shifts on an as needed basis. Flexibility will be required to accommodate the schedules of our clients and volunteers.

## **Travel**

Local travel, such as travel to client homes and other public spaces is expected. Out-of-state and in-state travel is required to assist clients with training and required re-certifications of the dog/client team. Local travel is expected to be more frequent and occur on a weekly basis. Overnight and out of state travel may be required as often as monthly.

## **Required Education, Experience and Competencies**

- Associates degree in animal behavior, psychology, zoology, biology or related experience
- Advanced understanding of canine behavior and learning theory
- Minimum of four (4) years' experience in positive reinforcement dog training
- Must have the ability to assist people with disabilities in their home & community
- Must be familiar with clicker training and positive reinforcement behavior modification techniques

## **Preferred Education, Experience and Competencies**

- Bachelors Degree in animal behavior, psychology, zoology, biology or related experience.
- Certificate or degree from Animal Behavior College, Bergin University of Canine Studies, Karen Pryor Academy or other positive reinforcement and clicker training dog training program.
- Nonprofit work/volunteer experience.
- Service Dog training experience.
- One-on-one and group client training experience.

## **Required Skills and Competencies**

### **Dog Interaction and Training Skills:**

- Must have an affinity for dogs.
- Must be able to learn FSD dog training techniques and consistently implement training techniques.
- Must be able to work in a fast paced environment.
- Must be able to work cooperatively in a team environment.
- Must be able to work independently and have excellent decision making and problem solving skills when away from the office.
- Must be able to stay focused despite numerous distractions and multiple tasks.

### **Intellectual Skills:**

- Ability to collect and research data and analyze diverse information to make recommendations to management.
- Ability to display original thinking and creativity and meet challenges with resourcefulness.
- Ability to generate suggestions for improving work and develop innovative approaches and ideas.

**Leadership Skills:**

- Ability to make timely decisions with sound and accurate judgment; support and explain reasoning for decisions and include appropriate people in decision-making process.
- Ability to develop strategies to achieve organizational goals; understand organization's strength and weaknesses and adapt strategy to changing conditions.
- Ability to manage change; develop workable implementation plans; communicate change effectively; build commitment and overcome resistance to change; and support those affected by change.
- Must exercise professionalism and maintain a high level of confidentiality.

**Language and Communication Skills:**

- Ability to communicate effectively with clients, management, peers, stakeholders and volunteers.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Ability to speak clearly and persuasively in positive or negative situations, listen and get clarification, and respond well to questions.
- Desire and patience to work with people with disabilities with empathy, not sympathy.
- Ability to give presentations comfortably to small and large groups.

**Reasoning Ability:**

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to maintain a high level of mental concentration and effort when performing a high volume of analyses and decision making as well as other essential duties.

**Office Skills:**

- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook and typing proficiency.
- Proficiency with database systems.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to work independently, prioritize work and solve problems.

**Additional Eligibility Qualifications**

Must have a valid driver's license and maintain current vehicle insurance.

**Work Authorization**

Must be authorized to work in the United States.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

**Equal Opportunity Employment**

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age,

religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.

**To Apply**

Please send your resume and cover letter to [info@freedomsservicedogs.org](mailto:info@freedomsservicedogs.org) with the subject line "Client Field Trainer/ Volunteer Trainer".