



# BC & ALBERTA GUIDE DOGS

GUIDE DOGS • AUTISM SERVICE DOGS • OSI-PTSD SERVICE DOGS

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Since 1996



## Vancouver Island Puppy Training Supervisor Job Description

### Company Overview

BC and Alberta Guide Dog Services is a registered charity dedicated to providing Guide Dogs, Autism Service Dogs, and OSI-PTSD Service Dogs to individuals in need. We are seeking a dedicated Puppy Training Supervisor to play a crucial role in managing and supporting our team of volunteer puppy raisers and ensuring the success of our vital programs.

### Job Summary

The Puppy Training Supervisor is responsible for overseeing the development and training of our future guide and service dogs. This role requires effective management of our volunteer puppy raisers, ensuring the training, health, and well-being of the puppies, conducting obedience classes, and ensuring the program's continued growth through innovative ideas and positive support of our valuable volunteers.

**Reporting To:** Director of Puppy Raising

**Work Hours:** Monday – Friday, 8:30 AM – 4:30 PM

**Work location:** Victoria, BC (based out of home office)

**Salary Range:** \$55,000 - \$60,000 per year

### Objectives:

- a) Manage and support volunteer puppy raisers with patience, courtesy, and professionalism.
- b) Conduct weekly obedience classes as well as one on one meetings with volunteer Puppy Raisers.
- c) Ensure a regular supply of suitable adult dogs for advanced training through the recruitment and retention of volunteers, both puppy raisers and relief boarders.
- d) Grow and develop the program to fit the needs of the organization.

#### BC HEAD OFFICE

7061 Ladner Trunk Road  
Delta, BC V4K 3N3  
Tel: 604.940.4504  
Fax: 604.940.4506  
Toll-free (Canada): 1.877.940.4504

#### ALBERTA OFFICE

11 – 6115 4th Street SE  
Calgary, AB T2H 2H9  
Tel: 403.258.0819  
Toll-free (Alberta): 1.877.258.0819

#### OSI-PTSD SERVICE DOGS

Office: Rms 9-10  
744 Primrose Street  
Qualicum Beach, BC  
Tel: 250.909.0090  
Mail: BC Head Office



CANADIAN  
ASSOCIATION  
OF GUIDE &  
ASSISTANCE  
DOG SCHOOLS



Legal Title: British Columbia Guide Dog Services  
Registered Charity Number: 89131 1763 RR0001

## **Responsibilities:**

### **1. Puppy Raiser Coordination**

- Establish and maintain a visitation schedule with all Puppy Raisers, meeting each Raiser monthly for 1 on 1 sessions.
- Create and maintain obedience schedules and run weekly classes.
- Lead in the efforts to recruit new Puppy Raisers and conduct interviews to assess suitability.
- Maintain regular contact with potential Puppy Raisers to keep them engaged.

### **2. Puppy Development**

- Monitor all puppies' development, keeping detailed records of progress and behavior.
- Establish a visitation schedule, meeting each Puppy Raiser at least once a month.
- Monitor the puppies' development, implement training plans.
- Report any concerning behaviors and health issues to the Director of Puppy Raising for further assessment and action.
- Assess the dogs' temperaments and suggest help with decisions regarding the dogs' future career.
- Collaborate with the Director of Puppy Raising to ensure an adequate number of puppies for our program.

### **3. Puppy Obedience Classes**

- Organize, schedule, and lead weekly group obedience classes to teach concepts, practice distraction work and obedience.
- Ensure Puppy Raisers are taught the key principles they are supposed to learn and provide support in areas they are struggling.
- Create a fun and supporting environment fostering community and learning.

### **4. Health and Welfare**

- Ensure Puppy Raisers are informed about vaccinations and veterinary visitation policies.
- Coordinate and book regular veterinary visits like vaccinations, spay, neuter and eye exams.
- Communicate with the Director of Puppy Raising and Director of Breeding regarding all puppies' health.

### **5. Record Keeping**

- Maintain progress reports after each visit with Puppy Raisers.
- Manage each puppy's health records.
- Distribute, collect, and analyze written evaluation forms.
- Video-record assessments, upload to YouTube and enter data into database.

## **6. Inventory Management**

- Order dog food and ensure regular food supply to Puppy Raisers.
- Keep track of equipment inventory for puppies on the program.
- Order supplies from head office ahead of time and ensure regular stocking of items.

## **7. Public Relations and Promoting the Organization**

- At all times uphold a professional image during all interactions with the Puppy Raisers and the public.
- Dress according to our organization's standards.
- Attend public relation events to provide knowledge and demonstrations that promote BC & Alberta Guide Dogs Services.

## **8. Policy Compliance**

- Work in accordance with the policies and procedures of BC & Alberta Guide Dogs.
- Adhere to health and safety regulations.
- Ensure that ADI (Assistance Dogs International) and IGDF (International Guide Dog Federation) standards are met or exceeded, always.

### **Our ideal candidate:**

- Solid dog training knowledge and experience is a must. Ideally holds dog training certification.
- Service dog industry experience advantageous but not necessary.
- Has experience working with people in a coaching / teaching capacity, ideally with volunteers or pet dog owners.
- Is patient and understanding and has great people skills.
- Has basic computer skills and experience working with Google, MS Office, Adobe and YouTube.
- Has a valid driver's license and a clean driver's record.
- Has home office already set up or is willing to set one up.
- Able to pass a vulnerable sector's check.

Please submit your application to Director of Puppy Raising, Matthias Lenz ([matthias.lenz@bcguidedog.com](mailto:matthias.lenz@bcguidedog.com)) by March 31, 2024.