



## **Puppy Program Manager**

Saint Francis Service Dogs is committed to helping people with disabilities to better experience the world through partnership with a service dog

### **MISSION**

Saint Francis Service Dogs is a non-profit organization whose purpose is to assist children and adults with disabilities to become more independent and self-sufficient through partnership with a professionally trained service dog.

The organization is also committed to:

- promoting the use and acceptance of service dogs through public and professional education;
- providing advocacy for service dog partners; and
- supporting the growth of the service dog industry on a national level.

Our service area is Virginia and the area within a three hour drive from the Saint Francis Facility at 8232 Enon Drive in Roanoke, VA.

**Reports to:** Executive Director

**General Description:** The Puppy Program Manager (PPM) supports the mission of Saint Francis Service Dogs and shares responsibility for securing puppies for the service and facility dog programs, training puppy raisers, teaching puppy classes, operating the Prison Pup Program, sharing oversight of breeding program and ABC Cooperative involvement, and overseeing all aspects of the Saint Francis Puppy Program. The PPM fosters a culture of cooperation, provides an active voice in the organization's strategic decision-making, and designs and implements budgets, systems, and protocols to ensure quality and growth. This position assists with the development and implementation of best practices and standardization for puppy program to ensure consistent goals and results.

### **Position Functions and Responsibilities:**

1. Collaborated with Partner Program Manager in bringing puppies into the puppy program in accordance with annual goals, including developing relationships with breeders, coordinating litter testing and selection, planning for future litters and working with the ABC Cooperative to

coordinate breedings and whelping plans. Responsible for regular communication with breeders while their dogs are in the puppy program.

2. Responsible for temperament and training testing of puppies.
3. Collaborates with Volunteer Coordinator to recruit puppy raisers and puppy sitters. Provide an orientation of the puppy raising and puppy sitting programs and follow-up with puppy raisers and puppy sitters.
4. Responsible for the assignment of puppies, and ongoing assessments of puppy's training and health.
5. Collaborates with Partner Program and Training Program Managers to oversee weekly Puppy Raiser Classes and weekly Prison Pup Program classes.
6. Responsible for Remote Puppy Raisers, including working sessions, ongoing assessments of puppy's training and health and oversight of puppy return and debriefing.
7. Responsible for Prison Program, including ongoing assessment of puppy's training and health, oversight of regular rotations of puppies out of prison, and coordination and communication with Prison Pup Program liaison.
8. Collect and review monthly progress reports submitted each month. Provide follow up with puppy raisers who have questions or are experiencing behavioral or medical concerns.
9. Responsible for maintaining inventory of all materials and equipment needed for puppy program.
10. Collaborate with Kennel Manager to monitor health of all puppies to ensure puppies follow SF vaccination, feeding, preventative care and lean body mass requirements. Communicate any medical or behavioral issues regarding puppies with other departments.
11. Collaborate with Training Program Manager in assessment and transition of puppies moving from the Puppy Program into the Training Program.
12. Collaborate with Training Program Manager to identify potential older puppies from shelters and/or donors, including evaluation of puppy, testing, probation period oversight, review of health and training, and transfer of ownership/return of puppy.
13. Responsible for transfer of puppies to breeder, puppy raiser, puppy sitter or career change program when puppies are released from the puppy program, in conjunction with the Career Change Coordinator.

14. Collaborate with IWDR Coordinator and Operations Coordinator in all aspects of administration of Puppy Program, including up-to-date files on puppies, accurate database information, management and distribution of equipment. Ensure database is up to date and maintain records of all puppy placements with volunteer puppy raisers, volunteer interaction and puppy progress.
15. Responsible for participation in strategic planning for program, budgeting for program, providing updates on progress, and ensuring correct categorization of expenses.
16. Assist with development of puppy program content for manuals, workshops, and communications. Evaluate and update puppy program materials to address puppy development and training
17. Communication and collaboration with Training Program Manager and Partner Program Manager to ensure that the puppy training, dog training and partner training programs are operating in a current and consistent manner.
18. Oversee care of the puppies while in the SF kennels, which include pre released puppies, puppies in heat and boarded puppies. When necessary place puppies in foster care with approved foster-sitters.
19. Coordinate shipment of puppies with Operations Coordinator.
20. Be accountable not only for direct responsibilities outlined in the job description but also to serve fellow staff and other constituents with whom position interacts. Ensure actions and communications are honest and transparent.
21. Represent Saint Francis at demonstrations and presentations when:
  - a. time permits
  - b. suitable volunteers are not available for significant programs
  - c. the demonstration or presentation is needed for dog training or socialization
  - d. specific training expertise or trainer representation is requested by a professional organization or institution whose program will enhance the mission and goals of Saint Francis
  - e. requested by the Executive Director
22. Other duties may be assigned as necessary.

### **Minimum Skills and Qualifications:**

- Able to perform several tasks concurrently, time management and organizational skills.
- Excellent interpersonal and oral, verbal and written communication skills.
- Able to manage, network and motivate staff, volunteers and clientele.
- Able to teach others in individual and group settings

- Able to maintain confidential information.
- Able to organize and maintain detailed records; complete necessary paperwork and meet deadlines.
- Able to use computers, word processing, spreadsheets, email and database applications.
- Experience with dog training and behavior, animal health, teaching, public speaking, and disability awareness and sensitivity.
- Able to problem solve and make sound decisions.
- Must be able to safely lift 45 pounds and safely handle, hold and restrain active dogs weighing up to 110 pounds. Employees should seek assistance when lifting dogs or objects weighing more than 45 pounds.
- Able to remain on one's feet, standing, walking, bending and/or stooping for extended periods.
- Able to work occasional evenings and weekends; some travel
- Able to work in a team environment

**EXPERIENCE:** Prior dog handling and training experience required. Supervisory experience preferred. Must have knowledge in canine learning theory and experience with canine behavior management and puppy development.

**LICENSES:** Current driver's license and insurability at normal risk rates.