



Pittsburgh Area Program Manager and Service Dog Training Instructor

Warrior Canine Connection – Pittsburgh, PA

Experienced service dog trainer needed - train service dogs and help Veterans!

Warrior Canine Connection has an immediate opening for an experienced service dog trainer with program management experience in the Pittsburgh area. If you are a passionate, experienced service dog trainer with great people skills, this just might be your dream job!

Warrior Canine Connection is a nonprofit organization with a unique and highly effective service dog training model we call Mission Based Trauma Recovery. In short, active duty Service Members and Military Veterans with combat related stress are engaged to help us train Golden Retrievers and Labradors to be service dogs. By learning to train service dogs, these Warrior Trainers are given a chance to develop practical skills such as patience, positive reinforcement, emotional regulation, and effective communication skills, while simultaneously helping to prepare the dog to assist a fellow injured Veteran in the future. Our service dogs learn up to 90 commands during a comprehensive, two-year training process. After those two years of training, the dogs are professionally matched with a disabled Veteran who has mobility impairments or psychological injuries.

As a WCC Program Manager, employee will oversee and manage all aspects of the Pittsburgh area daily operations, program delivery and implementation, including planning, scheduling, training dogs and Veterans, internal and external communications, staff and volunteer supervision, recruiting and hiring, as well as assisting with strategic initiatives, community outreach, and development support as needed. As a Warrior Canine Connection Service Dog Training Instructor, the Employee will be responsible for the training, socialization and well-being of WCC dogs in training. Instructors also provide one-on-one instruction and teach small group classes to Warrior Trainers, as well as to puppy parents, third parties, and community volunteers. The Employee is expected to work collaboratively and perform all duties and responsibilities in a timely and professional manner. *This job requires significant dog training experience* – our service dogs learn approximately 90 commands during a comprehensive, two-year training process. After those two years of training, the dogs are professionally matched with a disabled Veteran who has mobility impairments or psychological injuries.

This is a full-time position with occasional weekend/evening hours.

This is a job that will truly make a difference in the world, and in the lives of the individual Veterans and Service Members we work with every day.

What the job involves:

Program Manager:

- Manage and oversee all aspects of program delivery and implementation for all existing and new programs operated through the WCC Pittsburgh site location, including all necessary planning, scheduling, dog and Veteran training, recordkeeping, communications, staff and volunteer supervision.
- Maintain regular communication with WCC leadership, volunteers, clinical site staff, Pittsburgh area representatives, VA representatives and other stakeholders.
- Analyze potential opportunities for program expansion, make recommendations to WCC leadership, facilitate new relationships, cultivate existing relationships and execute on approved plans.
- Work with leadership to ensure program efficacy, quality, and consistency. Communicate program information, maintain accurate records, and report on Key Performance Indicators as requested.
- Identify opportunities for program, administrative, and operational improvements, recommend appropriate modifications and document best practices.
- Work collaboratively with WCC's Development and Communications team and assist the Director of Development to support and enhance fundraising, outreach, and community activities in the Pittsburgh area.



- Help organize WCC's semi-annual celebrations and other community events as needed.
- Assist with recruiting, onboarding and training new employees and volunteers.
- Manage assigned employees, maintain regular communication, directly oversee work product and performance, maintain records, and assist with periodic reviews.
- Create schedules and program assignments that meet staff and organizational needs, ensuring program efficacy, professional development, job satisfaction, and achievement of KPI goals.
- Mentor staff in their continued professional development; ensure that they have all information and tools necessary to succeed.
- Ensure compliance and establish policies with community partners.
- Network, with all community partners to increase referral base and developing collaborative working relationships.

Service Dog Training Instructor:

A. General:

- Train Golden and Labrador Retrievers to be service dogs, from puppyhood through final placement, through the various onsite and field activities.
- Provide one-on-one instruction and teach group classes for our volunteer Warrior Trainers, puppy parents, third parties, and volunteers.
- Monitor and evaluate the dogs as they progress through training and socialization stages; enter data and complete required forms and reports in a timely manner.
- Post-placement skill enhancements, evaluations and troubleshooting.
- Maintain a clean, safe environment for the dogs and humans at the program site.
- Comply with or exceed Assistance Dog International standards and ethics.
- Participate in staff meetings, professional development and community awareness activities.
- Participate in programs, trainings, and clinical supervision as required by WCC or the host facility rules.
- Maintain detailed records, enter data, and complete required forms and reports in a timely manner

B. Mission Based Trauma Recovery:

- Provide Mission Based Trauma Recovery (MBTR) services to recovering Warriors at designated program site(s) in the assigned area and on field trips in accordance with program standards and goals.
- Communicate regularly with the Veteran Training Program Manager, Director of Service Dog Training Programs and other WCC leaders, including the Executive Director, regarding program execution, potential improvements, opportunities, challenges, questions and other topics related to delivery of MBTR.
- Coordinate with any Pittsburgh Area Program Liaisons and host facility point of contacts (if applicable) to ensure compliance with HIPAA, patient goals, research guidelines, medical record requirements, facility regulations and shared program goals.
- Perform program responsibilities in compliance with contract requirements, memorandums of agreement, host facility rules, instructions from WCC leaders, and WCC policies.
- Groom and care for dogs in accordance with Assistance Dogs International and WCC standards and best practices.

C. Canine Health and Puppy Parent Communications:

- Ensure that Routine evaluations of service dogs-in-training are completed and recommendations for appropriate placement are communicated to Director of Service Dog Training Program.
- Maintain and monitor supplies and equipment for service dogs-in-training and inform designated supply coordinator, when additional supplies and equipment need to be ordered.
- Communicate any emergency canine health problems directly to the Director of Dog Programs and Director of Service Dog Training Program as soon as they are identified.
- Ensure WCC dogs-in-training receive monthly flea, tick and heartworm preventatives and any other medications prescribed by a veterinary care provider or Director for Dog Programs.
- Transport program dogs, as directed, to receive veterinary care and provide support for exams such as eye and cardiac checks.
- Conduct Puppy Parent and volunteer classes in accordance with the schedule and according to the WCC training manual.
- Communicate with Puppy Parents regarding schedules, proper handling and care of the dogs, and



ensure they complete and submit monthly reports.

- Communicate with Puppy Parents and WCC Directors regarding problem behaviors and training progress.
- Enter data and complete required forms and reports in a timely manner
- Routinely evaluate service dogs in-training at program site

Required Experience, Skills, Background:

- At least three (3) years of professional dog training experience, service dogs or assistance dogs, including at least one (1) year of experience in program management
- Comfort in leading one-to-one or group training sessions.
- Detail oriented and demonstrably strong work ethic – this can be demanding work.
- Friendly, calm, mature, patient, and professional demeanor with excellent communication skills.
- Desire to work with Veterans and the knowledge, skills, and ability to effectively interact and work with Veterans who have experienced combat trauma and/or psychological health or physical injuries.
- The ability to work independently with minimal supervision – you must learn quickly.
- Ability to prioritize work tasks - organization skills and time management are critical.
- Ability to instruct people with a variety of backgrounds and skill levels in the WCC training methodology and best practices for service dog training.
- Knowledge of, and ability to implement, effective training methods, problem solving and instruction for all phases of training (puppy through graduate training).
- Ability to learn and manage a variety of administrative processes.
- Basic computer skills and competency in Microsoft Office applications in order to maintain dog records, training charts, puppy evaluations, etc. Salesforce experience is a plus.
- Ability to pass background check for clearance to work on Federal property (livescan fingerprinting, TB tests, no felony convictions, etc.).
- Possess a valid driver's license, working vehicle and insurance.

Desirable Qualifications:

- Bachelor's or master's degree in social work, psychology, or canine health fields.
- Previous experience working with Veterans with combat trauma.
- Comfort and experience in public speaking, presentations and interacting with community members, sponsors and public relations partners.

Compensation and Benefits:

Exceptional compensation package including salary, medical, dental, and retirement benefits for full-time employees.

To Apply:

To apply for this position, please provide a cover letter and resume to HR@warriorcanineconnection.org
Attention: Hiring Manager.

Warrior Canine Connection is an equal opportunity employer. All qualified applicants will be considered without regard to race, color, religion, sex, age, national or ethnic origin, disability, or any other characteristic protected by law.

Job Type: Full-time