



Service Dog Training Instructor II

Warrior Canine Connection – Boyds, MD

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 Warrior Canine Connection Service Dog Training Instructor II, the Employee will be responsible for the training, socialization and well-being of WCC Service Dogs in Training (SDiT) and WCC Release Dogs. Instructors also provide one-on-one instruction and teach group classes to Warrior Trainers, Puppy Parents, third parties, community volunteers, and clients. The Employee is expected to work collaboratively and perform all duties and responsibilities in a timely and professional manner.

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:

- A. Area of Focus (Adoptions & Puppy Parent Training Program - PPTP):
- Review applications, interview applicants, coordinate meet-and-greets and dog introductions, and finalize adoption paperwork for WCC Release Dogs.
 - Schedule and execute regular release dog informational sessions and perform initial post adoption follow-ups.
 - Oversee the training and enrichment for WCC Release Dogs residing in the Training Center. Serve as the point of contact for WCC Release Dogs being housed by volunteer Puppy Parents/Sitters for any concerns or scheduling.
 - Ensure all administrative tasks related to the Adoptions Program are maintained properly and kept current. This includes maintaining updated records for all adopted Release Dogs.
 - Create supporting documents/materials related to adoptions as needed
 - Work with the Service Dog Training Program Manager and Dog Program Directors for program development and to help resolve adoption related concerns and conflicts
 - Assist with the PPTP of SDiT pups in Boots through Generals rank.



- Assist in maintaining the Puppy Parent group class curriculum and making changes as needed to better serve our mission, the dogs in training, and our Puppy Parents.
- Assist in creating supporting documents and resources for the PPTP as requested
- Plan and conduct group classes, rank evaluations, workshops and 1:1 sessions with PPs/volunteers in accordance with 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.
- Coordinate the Intake and Discharge of dogs boarding at WCC HQ and arrange appropriate kennel assignments. Communicate Intakes/Discharges with other Training Staff and CCS, and assist Puppy Parents/Sitters, clients, etc. with drop off/pick up of dogs.
- Review Puppy Parent Monthly/Quarterly reports in a timely manner. Respond to all PP reports, whether in person or in writing, and follow-up promptly on any concerning or unclear information provided.
- Communicate with Puppy Parents and WCC Directors regarding problem behaviors and training progress.
- Work with the Puppy Parent Program Manager to help resolve concerns and conflicts with the volunteer Puppy Parents.
- Ensure all administrative tasks related to the PPTP are maintained properly and kept current. This includes but is not limited to Puppy Parent Monthly/Quarterly Reports, dog profiles in Salesforce, status forms, rank evaluations, etc.
- Track behavior concerns, modification plans, and overall progress of the SDiT and Puppy Parents
- Routinely evaluate SDiTs and make recommendations for appropriate placement to satellite program locations.

B. General:

- Primary and Secondary roles and responsibilities as detailed in the WCC Primary and Secondary Trainer SOP for Release Dogs, Evaluation Dogs, Advanced Training Dogs and general Boarding Dogs.
- Train Golden and Labrador Retrievers to be service dogs during puppyhood, 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, other volunteers, and Clients and their families.
- Monitor and evaluate the dogs as they progress through puppyhood training and socialization stages; enter data and complete required forms and reports in a timely manner.
- Periodically travel to provide skill enhancements, training support, and recertification tests with Graduate teams. This will occasionally require travel outside the MD/DC/VA. This also may include evaluations with Puppy Parent/SDiT teams.
- Maintain a clean, safe environment for the dogs and humans at the program site.
- Comply with or exceed Assistance Dog International minimum standards and ethics.
- Participate in educational workshops for Veteran client, Puppy Parent and staff



development as needed.

- Participate in staff meetings, professional development and community awareness activities
- Participate in or assist with WCC Social Media platforms as needed.
- Participate in programs, trainings, and clinical supervision as required by WCC or the host facility rules.
- Participate in educational workshops for Veteran client, Puppy Parent and staff development as needed.
- Maintain positive relationships with coworkers as well as individuals, community groups, government representatives, contractors, volunteers, and organizations that support WCC and/or wounded Warriors and their families.
- Periodically represent WCC at events, participate in presentations to highlight WCC's mission, and conduct demonstrations with WCC dogs as requested. These events will occasionally require travel outside of the MD/VA/DC area.
- Assist SDTIs with MBTR activities, as needed.
- Assist in other areas of dog, volunteer, or client training not listed above as needed.

Preferred Experience, Skills, Background:

- Minimum of one (1) year working experience as a service dog trainer.
- Completion of a service dog training program of no less than 6-12 months, or a combination of education and work experience in the field of service dog training for a minimum of 18 months.
- Demonstrated experience working with individuals with mental health and/or TBI symptoms, understand symptomology related to TBI and PTS/PTSD, and experience working in a healthcare environment.
- 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 finger printing, TB tests, no felony convictions, etc.).

- Possess a valid driver's license, working vehicle and insurance.
- This is a full-time position with occasional weekend/evening hours.

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.