



Veteran Training Program Coordinator 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 Veteran Training Program Coordinator, the employee will support, coordinate, administer, and help oversee all Veteran-related aspects of our dog training programs at multiple sites to ensure a positive experience for our Veterans and promote program efficacy. 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:

- Ensure timely and accurate collection of program data and information by staff.
- Track, analyze and reporting on key performance indicator (KPI) data.
- Ensure accuracy of MBTR data collection and entry into Salesforce CRM across all WCC sites.
- Develop and streamline MBTR KPI reporting processes in order to increase productivity and efficiency.
- Track and enter key performance indicator (KPI) data, and complete required forms and reports in a timely manner.
- Train Service Dog Training Instructors on use of Salesforce CRM and associated forms necessary for program data collection
- Monitor tracking redundancies, in order to verify accuracy of KPI data.
- Establish and maintain strong relationships with referring agencies.



- Develop Memorandum of Understanding and Standard Operating Procedures for new partnering agencies and MBTR delivery sites.
- Convert MBTR program data into user friendly reports for grant submissions, Board Reports, and program evaluation.
- Participate in staff meetings, professional development and community activities as directed.
- Comply with or exceed Assistance Dog International minimum standards and ethics.
- Participate in programs, trainings, and clinical supervision as required by WCC.
- Ensure performance of program responsibilities in compliance with any applicable contract requirements, host facility rules, instructions from WCC leaders, and WCC policies.
- 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.
- Other tasks consistent with the above, as assigned.

Preferred Experience, Skills, Background:

- At least three (1) year of professional dog training experience.
- 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.

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.