



Development Worker
Job Description & Person Specification
 June 2017

Development Worker	
Term	Permanent
Hours	10 hours per week with additional hours possible from November. Hours/days flexible to the needs of the service between 8am and 6pm, with occasional evening and weekend hours for events. Hours may be able to be term time with annualised pay.
Salary	£8 per hour
Holidays	4 weeks paid holiday, some must be taken during company closures at Christmas and possibly at Easter too,
Responsible to	The Operations & Development Manager
Probation	2-4 months
Support	Individual supervision & team meetings
Main aim & objectives	
<p>This is a detailed Job Description and Person Specification because the role is possibly unique in the UK. The overall aim for the team is to create sustainable social enterprise, providing training and volunteering for adults and young people who experience barriers to work and education through our dog walking, daycare & training services in accordance with SPPOT's current Business Plan.</p> <p>The chief aim of the Development Worker role is to provide a quality service to people and dogs, in order to sustain the role and contribute to the overall aims for the enterprise.</p> <p>The Development Worker role covers the accredited training for people, the dog walking and dog daycare aspects of the enterprise but may be more weighted towards one or more of the sub sections, as the service demands and in agreement with other team members.</p>	

Job Description

Main Aims

- Lead and support volunteers to provide a high-quality dog daycare and walking service as part of a team, on agreed shifts, covering all service delivery hours, following all relevant procedures.
- Support the training of adult and 14-16 year old trainees during their accredited training programme.
- Support and onwardly train volunteers and any inexperienced staff to carry out their roles

Objectives

1. Ensure that volunteers are supported, motivated and trained to achieve their individual outcomes for their volunteer work with SPPOT.
2. Ensure that trainees are supported, motivated and trained to achieve their individual outcomes for their accredited training programme with SPPOT.
3. Ensure that dogs are cared for, exercised, trained, stimulated and rested according to their individual plan.
4. Provide training and support to volunteers and trainees to learn to travel by car or bus, which may include transporting dogs.
5. Accompany people (often 1:1) on dog walks and home visits.
6. Work with existing and new SPPOT customers from first contact and throughout their customer life with SPPOT to ensure the service is delivered to the highest quality standards.
7. Carry out and implement health and safety risk assessments for people and dogs and ensure they are observed and implemented.
8. Assist with the running and further development of Team Meetings and ongoing Team Training.
9. Transport dogs when required.
10. Open and close the service at the beginning and end of the day.
11. Receive dogs and prepare them for departure.
12. Continually review and improve the service through established quality assurance systems and assist with the future development of the service and the quality management systems.
13. Ensure all policy and procedure relevant to the role and dog daycare service is followed, particularly with regards to health and safety.
14. Any other reasonable task that is deemed necessary to meet the aims of the service and the role.

Person Specification

Specific for the Role

- Can coach, communicate with and inspire children and adults including older people, who have multiple and diverse barriers to education and employment.
- Can communicate sensitively and effectively with older and vulnerable dog owners.
- Experience of living with or working with dogs and must be fully committed to the ethical handling and training of dogs
- Will have a positive, proven track record in working with vulnerable people or in a related field such as education or mental health.
- Excellent written and oral communication skills.
- Excellent practical organisational skills, particularly managing people, time and tasks within tight timescales.
- Must be have clear communication skills.
- Possess good risk management skills
- Will need to have or be willing to undertake training in the protection of vulnerable adults.
- Can work well independently on own initiative
- Can work well as part of a team
- Can generate ideas and follow them through to fruition.
- Have appropriate time keeping
- Be very reliable
- Can take direction and give direction
- Possess the ability to produce an excellent quality of work in tight timescales with sometimes limited supervision.

General to The SPPOT Team

- Used to using computers & smartphones in a working environment.
- Able to or willing to learn to use common computing software e.g. Word.
- Able and/or willing to use cloud based email, calendars & project management tools as key organisational tolls (training will be provided)
- Enthusiasm, confidence and drive
- Technical and practical skills to include setting up printing and collating written materials.
- Confidence to liaise with the people we work with outside of SPPOT e.g. Agored Officers, Social Workers and so forth.
- A welcoming and helpful approach when dealing with anyone while carrying out the role.

	<ul style="list-style-type: none"> • Car driver with a willingness to use own transport for carrying people and dogs (business insurance required, financial help may be available). • Attend training sessions and meetings as required.
Recruitment Requirements	<ul style="list-style-type: none"> • Application form • Informal session with trainees and dog walkers • Practical organisation activity • Interview • Enhanced Disclosure and Barring Check (DBS) • Two professional references • Probation period of 2 months • Proof of right to work in UK • Car driver with a willingness to use own transport for role. Some aspects of the role may need to be carried out using public transport.