



JOB ANNOUNCEMENT

About Us: Paragon Service Dogs, founded in 1978 and based in Longmont, CO is dedicated to creating resilient and extraordinary hearing service dog and facility dog teams around the country. Our program is growing and we are looking for a seasoned service dog professional who can provide leadership to our program team. The position job description is below. If interested please send a cover letter and resume to: carol@paragonservicedogs.org.

This position is open until it is filled

Qualifications: Paragon's Director of Program Operations (DoPO) requires broad experience in nonprofit management and the service dog industry. The DoPO must be deeply committed to promoting issues of accessibility for people with disabilities and to ensuring the highest standards of welfare for dogs.

Experience Required:

- Extensive experience working within a service dog organization with all program components.
- Client relations and management for d/Deaf and hard of hearing individuals and/or persons with disabilities.
- Staff supervision and personnel management
- Service dog training.
- Facility Management.
- Volunteer management.
- Solid understanding of ADI standards
- Developing, implementing, and assessing personnel and operational standards

Experience Preferred:

- ASL
- Program design, implementation, evaluation, and quality assurance.
- Community network and collaboration building.
- Public Speaking
- Budget Management

Job Duties:

PROGRAM OPERATIONS

Program:

- Maximize effectiveness and efficiencies throughout agency-wide program operations.
- Develop, implement, and oversee operation standards related to clients, dogs, training, and volunteers.
- Develop and maintain agency-wide Operating Policies and Procedures manual.
- Ensure operations within the spirit of the law and strive to advance Best Practices.
- Lead program development and implementation. Oversee and ensure smooth and effective program operations and positive outcomes.
- Coordinate ADI Accreditation, ensuring compliance and best practices in alignment with ADI program and operations standards.
- Develop and coordinate processes for data collection and formative and summative evaluation.
- Ensure we utilize Salesforce to its full capability program wide.

➤ **Clients:**

- Ensure effective client programming from waitlist through post-graduation ongoing support.
- Oversee and ensure positive client/dog matches.
- Build networks within the d/Deaf and HOH Community and other communities, establishing an array of resources for our clients, e.g., network of interpreters, support groups for caregivers, and grief groups after the loss of a hearing dog.

➤ **Dog Programming:**

- Oversee and ensure effective dog programming from dog sourcing, puppy raising, dog training, client training, dog placement, team certification and ongoing training and re-certification.
- Ensure all Organization, ADI and PACFA standards are adhered to by all Paragon staff.
- Ensure the development, implementation and maintenance of effective obedience and sound work practices as well as benchmarks necessary to continually assess dogs' status.
- Provide design, direction and oversight to dog acquisition, dog training program, animal health and kennel care.
- Ensure all animals' health needs are met and documented.

➤ Volunteer

- Ensure current volunteer policies, procedures, training manual, videos, and materials are accurate and effective.
- In conjunction with the Puppy Program Coordinator, develop and implement an annual volunteer recruitment plan.
- Ensure engaging and current volunteer recruitment materials and events.
- Develop, implement, and oversee operations standards related to volunteers.
- Ensure periodic evaluations of the volunteer program and establish and evaluate program benchmarks.
- Ensure accurate volunteer reporting and feedback.

PERSONEL

- Provide leadership, supervision and evaluation to program leads – including Training Coordinator, Client Services Coordinator, and Puppy Program Coordinator.
- Develop continuing education plans to ensure direct report staff is continually growing and developing professionally.
- In conjunction with the CEO, develop, implement, and oversee personnel policies within the Personnel Policies Manual.

FACILITY MANAGEMENT

- Ensure a safe and effective facility.
- Establish a network of service providers for facility maintenance needs.
- Coordinate facility maintenance needs, projects and repairs.

RESOURCE DEVELOPMENT

- Assist in creation of educational development and information materials targeted to the community, volunteers, and donors.
- Work with CEO to develop alternative funding streams and earned income revenue.
- Assist in future fund planning and development.

PROFESSIONAL BEHAVIOR

- Know and abide by Paragon's Operating and Personnel Policies and Procedures.
- Know, support, and promote the Mission, Values and Goals of Paragon.
- Represent Paragon in a positive and professional manner.
- Maintain safety as Paragon's paramount concern. Place safety first in all actions and activities.

- Promote and support an effective team environment, including adherence to Ethical Communication practices with staff, clients, volunteers, and community members.
- Demonstrate respect, interest, compassion and caring for clients, dogs, volunteers, supporters, and community members.
- Attend and participate in staff meetings.
- Perform as a supportive Team Player including helping with dog support, helping ensure a clean and effective office environment, assisting with social media and dog/client story updates.