



Veteran Services Coordinator

Our Culture

We believe in harnessing the power of diversity to create a culture of belonging where all individuals are celebrated and valued for their unique ideas, perspectives, and strengths as a means to achieving personal excellence and organizational success.

Our Values

Lead the Pack: Commit to excellence in all we do

Be the Person Your Dog Thinks You Are: Demonstrate integrity to build trust

Work Together, Wag Together: Achieve shared goals while having fun

Keep our Dogs in a Row: Steward all resources efficiently and effectively

Unleash the Power of Diversity: Foster a diverse, equitable, and inclusive organizational culture

The Purpose of Your Role

Manage application process, applicant interviews, client acceptance, client/dog matching, and follow-up communication using online database. Provide ongoing support for active client/dog teams including recertification, education, and community building opportunities. Ensure adherence to Assistance Dogs International (ADI) standards for clients and assistance dogs. Reports to Deputy Director of Operations.

The Skills You Bring

- Passion for helping individuals
- Unwavering dedication to volunteers
- Desire to learn
- Adaptability
- Attention to detail
- Problem-solving skills
- Flexibility
- Ability to multi-task
- Effective communicator
- Team player
- Proficiency in Microsoft Word, Excel, and Outlook.
- Knowledge of customer relationship management software (CRM)
- Willingness to learn dog training techniques in accordance with FSD and Assistance Dogs International standards
- Love of dogs

Our Investment in You

- Competitive Salary: \$24.00 - \$26.50
- Medical, dental, and vision insurance covered in part by FSD
- 401k plan with company match after first year
- 14 Holidays & Generous Paid Time Off
- Professional Learning Opportunities
- Wagging tails, dog kisses, and puppy breath

The Work You Will Do

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

Client Outreach and Acquisition

- Provide outreach and education at local, statewide and nationwide levels to educate about the benefits of service dog for veterans
- Cultivate and maintain relationships with local, statewide and national veteran groups, Colorado military bases, and non-profit and governmental programs serving veterans to recruit clients
- Ensure sufficient veteran and active-duty military waitlist clients to meet program and grant funding needs

Veteran and Active-Duty Applicants

- Respond to phone and email inquiries about service dogs for veteran and active-duty military in a timely manner
- Assist with veteran and active-duty military applications as needed
- Consult with contract Mental Health Professional as needed on veteran and active-duty military applications
- Lead veteran and active-duty military client interviews ensuring all key interview information is discussed and new client agreement is reviewed and signed
- Determine veteran and active-duty military client acceptance or denial and work with Client Services team to communicate the decision in a timely manner
- Communicate on a quarterly basis, with at least one contact being two-way communications, i.e., phone, zoom or face-to-face, with veterans and active-duty military wait list clients to manage wait-time expectations and monitor changes in client needs

Client Matching Process

- Work closely with dog trainers to communicate needs of veteran and active-duty military clients on the waitlist
- Ensure client attribute information is complete and provided as per the matching procedure timeline
- Work with Client Services & Training team to match dogs with clients by providing relevant client information and needs
- Obtain additional information from waitlist client(s) as needed
- Attend training outings with dog trainers in order to learn more about the dogs that are eligible for matching with clients
- Schedule and lead veterans and active-duty military client matching interviews coordinating with dog trainers
- In collaboration with the Client Services & Training team, make final match determinations
- Contact client to inform of the match and provide details of Placement class including class expectations and materials
- Coordinate veteran and active-duty military travel arrangements adhering to reimbursement travel policy

Client Placement

- Teach placement class lectures as requested
- Assist veterans and active-duty military throughout placement class as needed
- Coordinate for a veteran graduate to meet with veterans in current class
- Assist with coordinating any planned weekend activities during Placement class
- Conduct Public Access Tests on last day of training for veterans

Client Graduation

- Assist with videotaping and/or photography as needed for graduation
- Assist veterans and active-duty military with materials needed for graduation, such as helping client with material to be shared at graduation

- Provide support to veterans and active-duty military clients during graduation ceremonies

Graduate Support Services

- Organize group for veteran graduates to provide mentorship and community building opportunities
- Ensure graduates complete their monthly report for the first 12 months following graduation in a timely manner
- Communicate on a quarterly basis with all active veteran and active-military clients to monitor changes in status, emergency contacts and other information
- If post-placement training is needed, document information in spreadsheet to initiate contact from Client Volunteer Trainer
- Provide re-certification Public Access Testing to active veteran and active-duty military client/dog teams
- Provide ongoing support for veterans and active-duty military graduates

Removal of Assistance Dog

- If an assistance dog needs to be removed from a veteran or active-duty military client for any reason, contact the client's mental health provider and emergency contacts to notify them of the dog's upcoming removal
- Ensure service dog vests are returned to FSD with removal of service dog

Data Collection & Reporting

- Ensure all client data, contacts, and information is entered into database in a timely manner
- Ensure client data is complete prior to Client Attribute Reports being provided per Matching procedures
- Update client status as needed
- Administer evaluations for veteran and active-duty military clients as per evaluation policy and procedures

Other

- Represent FSD at community events, participate in presentations and conduct demonstrations as requested
- Work with Communications & Marketing team to collect client stories for use with the media, marketing materials and public relations
- Participate in continuing education related to client disabilities, mental health, veterans, suicide-prevention, animal-assisted therapy, and other related topics training
- Adhere to FSD dog care and training standards
- Assist with dog care, kennel care, dog playgroup, and cleaning as needed
- Drive company vehicles to transport dogs and for other Organization needs
- Any other duties that may be assigned

Supervisory Responsibility

Responsible for training, assigning tasks to, and monitoring volunteers assisting with veteran and active duty military support and training

Work Environment

This job operates in dog kennels, surrounding areas and a professional office environment. The noise level in the work environment can often be loud. Employees will work in close proximity with all types and breeds of dogs. The location is a non-smoking environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, which includes training and taking care of dogs and their kennels, the employee is regularly required to be very physically active. The employee is frequently required to stand, bend, stoop, kneel, crouch, crawl and perform a variety of physical motions with his or her hands, arms, shoulders and legs in order to properly clean kennels, care for and train dogs. The employee is often on her or his feet, and is often required to walk; escort visitors or volunteers in or around the kennel areas; and climb or balance. The employee is to communicate regularly with others, though it is also possible that the employee will often have to work alone for long stretches of time.

The employee must be able to manipulate and use all equipment and tools necessary to care for dogs, including leashes, medicines, locking mechanisms, and dog toys. Employee must be able to open packages, measure, and use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Employee must be able to use a writing instrument to record information related to dog care and must be able to use a computer keyboard.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, keyboards or controls; reach with hands and arms; and talk or hear. The employee is expected to communicate frequently with others. The employee is frequently required to stand and bend. The employee is occasionally required to walk; escort visitors in or around the office; climb or balance; go up or down stairs; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and move up to 50 pounds and frequently lift and/or move up to 25 pounds. This includes the ability to retrieve and distribute dog food and other supplies and ability to retrieve and replace objects from shelves of up to 7 feet high. This job requires handling multiple dogs in training every day of up to 100 pounds on and off leash. The employee will work in proximity to cleaning agents and disinfectants and must be able to follow instructions for the use and storage of these chemicals.

Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen demands outside of regular hours. This position is not eligible for remote work. On occasion, employee must be able to drive a company vehicle.

Position Type and Expected Hours of Work

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. This position will operate primarily during business hours but will require evenings and/or weekends to meet with clientele, give presentations, teach classes, and assist with events as needed.

Travel

Local travel, such as travel to special events, donor meetings, and presentations, is expected. Out of state travel is occasionally required to meet the needs of clients and attend a training or other Organization needs.

Required Education, Experience and Competencies

- Bachelor's degree required in social work, psychology, counseling, sociology, education or related experience
- Military Veteran
- Two (2) years related experience
- Competency in Microsoft Office, including Microsoft Word, Microsoft Outlook, and Microsoft Excel

Preferred Education, Experience and Competencies

- Experience in positive reinforcement and clicker dog training
- Experience in client case management
- Experience in data collection and evaluation

Required Skills and Competencies

Intellectual Skills:

- Ability to collect and research data and analyze diverse information to make recommendations to management.
- Ability to display original thinking and creativity and meet challenges with resourcefulness.
- Ability to generate suggestions for improving work and develop innovative approaches and ideas.

Leadership Skills:

- Ability to make decisions with sound and accurate judgment; support and explain reasoning for decisions and includes appropriate people in decision-making process; makes timely decisions.
- Ability to develop strategies to achieve organizational goals; understand organization's strength and weaknesses and adapt strategy to changing conditions.
- Ability to manage change; develop workable implementation plans; communicate change effectively; build commitment and overcome resistance to change; and support those affected by change.

Language and Communication Skills:

- Ability to communicate effectively with donors, direct reports, management, peers, stakeholders and volunteers.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Ability to speak clearly and persuasively in positive or negative situations, listen and get clarification, and respond well to questions.
- Ability to make presentations comfortably to small and large groups.

Reasoning Ability:

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision making as well as other essential duties.

Dog Interaction and Training Skills:

- Must have an affinity for dogs.
- Must be able to learn FSD dog training techniques and consistently implement training techniques.
- Must be able to work cooperatively and collaboratively in a team environment.
- Must be able to stay focused despite numerous distractions and multiple tasks.

Office Skills:

- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook and typing proficiency.
- Proficiency with database management systems.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to work independently, prioritize work and solve problems.

Additional Eligibility Qualifications

Must have a valid driver's license and maintain current vehicle insurance.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

Equal Opportunity Employment

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.