

**TWIN CITIES OBEDIENCE TRAINING CLUB, INC.
POLICY AND PROCEDURE MANUAL**

**Approved by Board on February 13, 2007
President Corrie Barrows
Vice President Jane Jacobson**

T-103 DEPARTMENT HEAD

Department Head (Part-time position)

- 1 Position Description: Implement the training program, scheduling of classes and assignment of personnel, budget and staff meetings for the department.
- 2 Reports to: Managing Director
- 3 Supervisory role: Supervise lead instructors, instructors, assistants, and observers in the specified training program: Agility, Obedience, Flyball, Therapy Dogs, Tracking, Conformation
- 4 Responsibilities:
 - Work with appropriate staff to create, review and update departments' curricula as necessary to meet training goals and ensure program continuity and compatibility.
 - Work with Managing Director to identify potential platforms or markets to expand TCOTC training programs. Develop new curriculum to support expansion.
 - Introduce new classes and curriculum. Evaluate success level of classes and implement changes and improvements.
 - Plan and conduct staff meetings as needed.
 - Set staff educational goals
 - Determine dates, topics and speakers for department meetings
 - Presentations or discussions that focus on training issues, instructor continuing education, new or updated training methods, etc.
 - Presentations from staff members who attended club seminars which were reimbursed by TCOTC
 - Notify affected personnel including office staff of meeting schedule and agenda
 - Record attendance
 - Schedule classes
 - Develop an understanding of class fill rates.
 - Define class schedule and class offerings, taking into consideration both maximizing class fill rates and maintaining range of offerings.
 - Define start dates
 - Notify affected personnel including office staff and lead instructors
 - Ensure all staff members are TCOTC members in good standing based on data provided by the Office staff.
 - Provide instructor/ assistant coaching and feedback, as well as development and/or education goals and planning.
 - Evaluate training program and personnel
 - Evaluate the performance of staff annually and define development needs
 - Provide an annual personnel and program summary to the Board of Directors
 - Observe instructors and assistants to collect effective ideas and techniques to share with others.

- Develop
 - Training goals for classes and instructors
 - Update curriculum
- Work with Managing Director to hire, evaluate and terminate instructors.
- Review results of relevant class surveys. Identify best practices / areas of improvement and implement communications and corrective actions as needed.
- Assess and maintain equipment
 - Conduct an annual inventory of department resources and equipment.
 - Request new or upgraded materials and equipment.
 - Inspect equipment to assure safety of dogs and students.
- Assist in creation of department budget.
- Prepare Department Head report for annual meeting.

5 Job requirements

- TCOTC member of good standing
- 18 years of age or older
- Self-directed
- Meet instructor qualifications
- Strong knowledge of current theories of dog behavior
- Strong knowledge of current positive dog-training techniques
- Proficient knowledge in building curricula using standards and outcomes
- Lead a group to consensus
- Demonstrates instructional leadership
- Champions communication and implementation of TCOTC goals, philosophy, expectations, and evaluations
- Works with a variety of personalities. Manages conflict situations in an effective manner and reacts to stressful situations in a calm and positive manner.
- Effective oral and written communication skills with students and staff.
- Facilitates effective decision making and demonstrates teamwork, negotiation and leadership skills.
- Demonstrates effective time management practices, organizational and planning capabilities.

6 Equipment operation:

- Access to computer, internet and e-mail
- Working knowledge of the department's training equipment.

7 Continuing education requirements

- Attends workshops, courses, and seminars relevant to continuing professional development.

Rev	Changes Made	By	Date
A	Release		2/13/07

B	Update		3/12/07
C	Update		11/11/14
D	Add responsibilities for new curriculum, update class scheduling responsibilities, add survey evaluation and annual report responsibilities	KJR	TBD

Updated 3-12-07
Updated 11-11-14