

Job Title: **Community Engagement Lead**

Location: **For the Love of Dogs Academy**

Reporting to: **CEO**

## Overview & Purpose

For the Love of Dogs Academy is a not-for-profit organisation dedicated to creating meaningful opportunities for people living with disabilities through the human-animal bond. Through our programs, we provide an inclusive, supportive environment that brings together animal care, skill development, community connection, and purposeful participation.

The Community Engagement Lead is a senior, hands-on role responsible for participant engagement, program delivery, community relationships, volunteer coordination, and training delivery. Working closely alongside the Canine Care Team, this role supports the delivery of integrated programs and training that prioritise participant wellbeing, animal welfare, and high-quality service outcomes. This role intentionally combines senior community engagement and trainer responsibilities and is designed to evolve as the organisation grows and additional roles are introduced.

This position plays a critical role in shaping participant experience, supporting families and support networks, and ensuring programs are delivered safely, consistently, and in line with organisational values.

## Key Responsibilities

### *Participant Engagement & Program Delivery*

- Lead the delivery of inclusive, participant-centred programs onsite
- Develop and implement learning plans aligned to FLDA programs and participant goals
- Support participant intake processes, including tours, assessments, trial sessions, onboarding, and ongoing engagement
- Act as the primary point of contact for participants and their families
- Support participants and their supports to navigate NDIS billing
- Ensure participant well-being, safety, and positive engagement at all times

### *Training & Onsite Delivery*

- Deliver hands-on training and mentoring to participants within animal-assisted and work-based programs
- Support participants during dog handling, care tasks, and structured activities
- Maintain accurate session notes, progress records, and feedback documentation
- Model best-practice inclusive support approaches

### *Community & Stakeholder Engagement*

- Build and maintain relationships with community partners, referrers, and supporters
- Respond to general enquiries and coordinate appropriate follow-up
- Represent FLDA at community events, open days, and outreach activities

- Contribute to positive community awareness of FLDA's mission and programs

#### *Volunteer Coordination*

- Coordinate volunteer intake, onboarding, and scheduling
- Provide guidance and day-to-day direction to volunteers onsite
- Foster a respectful, inclusive volunteer culture aligned with organisational values

#### *Compliance, Risk & Quality*

- Support risk assessments for participant activities
- Ensure compliance with internal policies, safety requirements, and WHS obligations
- Identify and escalate incidents or concerns in line with organisational procedures

#### **Essential Requirements**

- Demonstrated experience supporting people with disabilities in community or program settings
- Strong interpersonal, communication, and relationship-building skills
- Ability to deliver hands-on training and support in an animal-assisted environment
- Organised, empathetic, and capable of balancing multiple responsibilities
- Current NDIS Worker Check, Working With Children Check, and Police Check
- Ability to work onsite during rostered hours (no remote or hybrid work available for this role)

#### **Desirable Qualifications & Experience**

- Experience in community engagement, program coordination, or training delivery
- Understanding of inclusive practices and person-centred approaches
- Familiarity with animal-assisted programs or animal care environments

#### **What We Offer**

- A rewarding opportunity to be part of a pioneering initiative at the interface of the animal care and disability sectors.
- A supportive and inclusive work environment with the bonus of dogs on site!
- Opportunities to grow your role within a purpose-driven team.
- Competitive salary and benefits.
- Ongoing training in dog behaviour, care and welfare.