



## Operations – Rehoming Centre

<b>Job Title:</b>	<b>Rehoming Supervisor</b>
<b>Reporting to:</b>	<b>Administration Manager</b>
<b>Responsible for:</b>	<b>Daily coordination of rehoming activity and case flow.</b>
<b>Location:</b>	<b>Dublin Rehoming Centre (rota-based working including weekends and public holidays)</b>

### Job Purpose

To coordinate and support the delivery of a safe, consistent and welfare-led rehoming service, ensuring adopters receive clear guidance and dogs progress smoothly through the adoption journey. The Rehoming Supervisor plays a key role in planning daily rehoming activity, supporting Rehoming Advisors, managing case flow, and resolving issues that could delay or compromise rehoming outcomes.

Rehoming Supervisors provide visible, day-to-day leadership across the rehoming function, acting as a central point of coordination between Rehoming Advisors, Customer Service, Behaviour Officers and Operations teams. While the role does not hold direct line management responsibility, it supports the Administration Manager by ensuring clarity, consistency and effective communication across the rehoming process.

This role is shaped by Dogs Trust's design principles:

- **Human-centred:** Clear processes, supportive guidance, and a positive experience for adopters and staff.
- **Future-proof:** Scalable coordination that adapts to changing demand and rehoming pathways.
- **Valued & Valuable:** Recognition of judgement, problem-solving and contribution to successful, welfare-led rehoming outcomes.

### Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in Ireland with a nationwide presence; our head office is based in our rehoming centre in Dublin, with regional rehoming hubs currently located in Munster, South Leinster and Connacht, supporting a growing network of volunteer foster carers across the country.

The Operations Department is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation and rehoming of dogs in Ireland, as well as empowering dog owners (customers) by connecting them with other support services. The Operations department is a team of c. 50 employees and a number of volunteers across Dogs Trust's Dublin rehoming centre and Dogs Trust regional rehoming hubs that successfully helps as many dogs as possible. This department comprises over 60% of Dogs Trust staff.

The Operations Department strives to achieve excellence in logistical and rehoming processes as well as our already high canine welfare and customer experience standards.

Rehoming Supervisors are part of the core Operations team, working alongside Rehoming Advisors, Customer Service Advisors, Behaviour Officers, Dog Welfare Supervisors and volunteers to coordinate rehoming activity and support safe, efficient adoption pathways.

### **Key areas of accountability**

#### **Rehoming Coordination & Case Flow**

- Coordinate daily rehoming activity, including viewings, appointments and adoption handovers.
- Plan and manage case flow to prevent bottlenecks and unnecessary delays.
- Monitor progress of complex or long-stay cases and support timely decision-making.
- Act as an escalation point for rehoming challenges or conflicts.

#### **Support to Rehoming Advisors**

- Provide day-to-day guidance and problem-solving support to Rehoming Advisors.
- Support staff in managing complex or emotionally charged adoption conversations.
- Promote consistent application of rehoming policies and welfare-led decisions.
- Support induction and on-the-job learning for new Rehoming Advisors.

#### **Cross-Team Communication**

- Work closely with Behaviour Officers to ensure accurate behaviour information informs adopter discussions.
- Coordinate with Dog Welfare Supervisors and DWAs regarding dog readiness for rehoming.
- Liaise with Customer Service teams to ensure consistent messaging and smooth handovers.
- Maintain clear communication with the Administration Manager on capacity and pressures.

#### **Records, Standards & Compliance**

- Ensure adoption records, bookings and documentation are accurate and complete.
- Promote GDPR, safeguarding and Dogs Trust policy compliance across rehoming activity.
- Monitor consistency and quality of adopter experience.

#### **Health & Safety**

- Ensure safe use of public-facing spaces during rehoming activity.
- Support staff to manage risk during visitor interactions.
- Escalate health and safety concerns promptly.

#### **Additional Duties**

- Support centre events, campaigns or initiatives linked to rehoming and adopter engagement.
- Assist with quality assurance of rehoming processes and documentation.
- Provide cover for other supervisors as required to maintain rehoming flow.
- Contribute to service improvement initiatives focused on adoption experience and outcomes.
- Undertake any other duties appropriate to the role to support the effective running of the centre.

### **Person Specification**

#### *Essential skills, qualifications, experience, and attributes*

Strong customer service and adopter-facing experience.

Ability to coordinate multiple cases and manage competing priorities.

Confidence making welfare-led decisions and managing complex situations.

Strong communication and interpersonal skills, including managing emotionally sensitive conversations.
Ability to support and guide others in their day-to-day work.
Accuracy in record-keeping and attention to detail.
Commitment to Dogs Trust's aims, values and rehoming standards.
Full, clean manual driving licence.
<b>Desirable Skills / Experience</b>
Experience working in a rehoming, rescue or animal welfare environment.
Experience supporting adoption processes or case flow.
Understanding of dog behaviour and welfare considerations in rehoming.
Experience working across multiple teams or departments.
Familiarity with digital systems and case-management records.

<b>Additional information</b>
<ul style="list-style-type: none"><li>• 35 hours per week, rota-based including weekends and public holidays.</li><li>• Flexibility may be required to support operational needs.</li><li>• Emotional resilience to manage the demands of working in a welfare environment.</li></ul>