



Job Title: People and Programs Coordinator

Position Title: People and Programs Coordinator

Location: Dogs with Wings Assistance Dog Society, Edmonton, AB

Reports To: Director of Canine Operations

Position Overview

Dogs with Wings (DWW) operates on five core organizational values: **well-being, compassion, harmony, connection, and hope**. These values are imperative to fostering teamwork and collaboration within our organization. By following these values in a meaningful way, we ensure positive enrichment for all—staff, volunteers, clients, and the dogs we train.

The People and Programs Coordinator plays a key role in supporting the people who make Dogs with Wings thrive — our clients, volunteers, and staff. This role focuses on building and maintaining positive relationships, ensuring smooth communication, and creating a welcoming, supportive environment. The Coordinator will support program delivery, provide follow-up with clients, and lead volunteer onboarding, while also being a resource for staff support and feedback.

Key Responsibilities

Client Services & Support (40%)

- Act as a friendly, reliable point of contact for clients.
- Conduct follow-ups with clients to ensure their needs are being met and provide ongoing support.
- Meet with clients informally (e.g., coffee chats) to strengthen relationships and gather feedback.
- Provide a safe and supportive space for clients to share concerns or complaints, ensuring follow-up and resolution in collaboration with the appropriate staff.
- Conduct annual surveys to assess client satisfaction

Volunteer Onboarding & Engagement (40%)

- Lead the onboarding process for new volunteers, ensuring they feel welcomed, informed, and supported.
- Share information about Dogs with Wings programs and services.
- Maintain ongoing engagement with volunteers through regular check-ins, support, and recognition initiatives.
- Provide a channel for volunteer feedback and address concerns with professionalism and empathy.
- Conduct bi-annual surveys to assess volunteer satisfaction

Staff Support (10%)

- Act as an additional layer of support for staff, providing resources, encouragement, and informal check-ins.
- Assist with staff engagement activities that foster collaboration, wellness, and a positive workplace culture.

Program Support (10%)

- Contribute to the planning and smooth delivery of Dogs with Wings programs.
- Support the coordination of dog adoptions, including communication with applicants, documentation, and scheduling to ensure a positive and transparent process.
- Assist with communications, scheduling, and other administrative tasks that support program success, including preparing and sending personal appreciation cards to staff, as well as grief and support cards to clients when appropriate.
- Provide feedback and suggestions to strengthen the overall client and volunteer experience.

Skills & Attributes

- Strong interpersonal and communication skills, with a genuine passion for building relationships.
- Ability to listen with empathy and provide supportive, non-judgmental responses.
- Organized and detail-oriented with the ability to balance multiple priorities.
- Experience in volunteer management, client services, or community engagement is an asset.
- A team player who thrives in a collaborative environment.

Travel Requirements:

- This position requires off-site travel to other cities and provinces for client support and organizational representation. Flexibility and willingness to travel are essential components of this role.

Additional Responsibilities:

- Perform other related duties as assigned to support the overall success and efficiency of the organization.

Qualifications:

- Bachelor's degree in Social Services or Human Resources
- Minimum of 3 years of experience in client services.
- Basic understanding of canine behavior, training techniques, and health care.
- Excellent communication, organizational, and interpersonal skills.
- Ability to work collaboratively with a diverse team of people.
- Commitment to the mission and values of the organization.

Preferred Qualifications:

- Experience with Assistance Dogs International (ADI) accreditation process.
- Background in nonprofit.

Compensation & Benefits:

Dogs with Wings offers a competitive salary based on experience, along with a comprehensive benefits package that includes medical and dental coverage. Employees are eligible for benefits after successfully completing a 3-month probationary period. In addition to paid vacation and personal leave, we offer flexible working hours when needed (e.g., for appointments or personal needs) and actively promote mental health and well-being, including support for therapy and other wellness resources. Employees also have opportunities for professional development through training and industry conferences. Our work environment is collaborative, supportive, and dog-friendly, providing a meaningful and rewarding experience for those passionate about making a difference.

Dogs with Wings is an equal opportunity employer and encourages applicants from diverse backgrounds to apply.

How to Apply:

Please submit your resume and cover letter to Piera Angotti, Chief Operating Officer at piera@dogswithwings.ca.

Application Deadline:

Applications will be accepted until a suitable candidate is found.

Please note: Interviews may be scheduled throughout the posting period, so we encourage interested applicants to apply early.