



Role Description: Liaison Officer

Key Contact Person:

North Island Field Officer for those based in the North Island;
(email NIFieldOfficer@caninefriends.org.nz)

South Island Field Officer for those based in the South Island;
(email SIFieldOfficer@caninefriends.org.nz)

Canine Friends Pet Therapy has approximately 30 Liaison Officers and 11 Assessors around the country. Without their skill and commitment Canine Friends Pet Therapy would not exist.

Most of our Liaison Officers are also Assessors, however, in some areas we have a Liaison Officer *and* an Assessor and this can work well, particularly in the bigger areas where one person focuses on the assessment process and the other focuses on placements. However, for the purposes of this role description, we won't separate the roles of the Liaison Officer and the Assessor.

A Liaison Officer is responsible for assessing and placing new members in their area. They are also intended to be the first port of call for any enquiries from existing members or rest homes in their area. Often these enquiries are redirected from the Committee.

The key roles of a Liaison Officer are:

- To assess applicants in their area.
- To place new members in suitable homes (or other facilities) in their area and attend the first visit with the member.
- Keeping the New Member coordinator fully briefed (by email) on the status of all applicants (whether they are successful or not).
- To provide their members with support and guidance in relation to their visits.
- To contact homes and other facilities in their area to identify which might be interested in having a Canine Friends member visit.
- To help the national Database Manager maintain details of all members in their area and the homes they visit.
- To provide a short monthly report to their Field Officer (which will be used to update the Committee)
- To provide an annual report for the AGM on activity in their area, including details of members (name and contacts), their dogs and details of the homes they visit plus any other matters of interest.
- To maintain contact with their Field Officer.
- To be familiar with the Canine Friends Pet Therapy Health and Safety policy and to report all health and safety incidents (or near misses) which occur in their area (and which they are aware of) to their Key Contact Person.



- To organize and oversee Special events (such as group visits to Universities, schools or workplaces) where applicable. (Note these events are optional and at the discretion of the Liaison Officer)
- To arrange regular social events for members so they can learn from and support each other (Note these events are optional and at the discretion of the Liaison Officer)

A Liaison Officer needs to have a good knowledge and understanding of dog behavior as well as an understanding of the values and policies of Canine Friends Pet Therapy.

They also need to have good administrative skills and have basic technology skills so they can use our membership online software, email and our website. Full training and support will be provided.