

EYES EARS NOSE AND PAWS (EENP)

ROLE EXPECTATIONS

ABEL Site Manager **(Prison Dog Training Program Site Manager)**

At Both Ends of the Leash, or ABEL, is a program where EENP teaches incarcerated men to train assistance dogs, and along the way provides guided practice in teamwork, leadership, and personal development. EENP's approach is unique in its focus on support for participants from incarceration through reentry. EENP is the nonprofit community partner for three ABEL programs in the NC state prison system, two in medium security facilities and one in minimum security. EENP visits each facility weekly to provide oversight and support. The ABEL Site Manager spends 15-20 hours per week inside prisons. You can download program information at eenp.org/about/employment.

THE BOTTOM LINE

YOU'RE THE CEO OF...

Helping the ABEL trainers and program thrive so they can produce outstanding service dogs.

YOUR AREAS OF RESPONSIBILITY

Program Facilitation and Cultural Development (~50%): *Create a safe, team-oriented microenvironment inside prison that supports the learning and growth of ABEL trainers. Use structured assignments, personal feedback, and modeling to give trainers the cultural and skill resources to train outstanding dogs.*

- Read and respond to weekly journals and assignments with personal feedback to guide each trainer to growth. (Approximately 6 hr/wk)
- Help trainers proactively navigate conflict and address challenges.
- Model behavior consistent with the culture we are promoting.
- Present weekly topics in the ABEL curriculum to support team and individuals' growth, assessing and adjusting to fit current needs.
- Guide weekly, monthly, and training period goal setting.
- Identify issues with tools such as training evaluations and work with group so they function well.
- Keep programs at each facility aligned with compatible processes and policies.
- Keep ABEL trainers and the larger EENP community connected through weekly updates.
- Bring in outside educational resources to support skill development.
- Make dog and small group assignments and approve Planning Team and specialized roles at the start of each training period and as needed during the period.
- Develop weekly topics and Questions of the Week.

Program Administration and Logistical Support (~20%): *Manage and organize essential functions of the ABEL program to ensure the trainers and program have the resources they need to succeed, and EENP has appropriate oversight and documentation. Facilitate*

celebrations and recognitions to enhance ABEL trainers' experiences and draw attention to the program.

- On a weekly basis, bring in supplies; receive and manage supply requests; collect and distribute paperwork; and transport and exchange dogs going into ABEL and returning to the community.
- Provide weekly reports to give a snapshot summary of changes in personnel, dog movement, and special trainer supervision.
- Ensure paperwork scanning, processing, and filing is completed in a timely manner.
- Work with and backup administrative staff to ensure updating of evaluation records, reports, etc. as needed.
- Fully inventory supplies and equipment every training period.
- Coordinate with facility liaison for event dates, adjusted holiday schedule, etc.
- Ensure dog care needs are identified and support is requested for Puppy Caregivers, vet exams, etc. for dogs in your assigned ABEL programs.
- Assist ABEL facility liaison with leash ceremonies.
- Vet trainer speeches and assist with selection of ABEL trainer speakers; review ABEL demonstrations in advance; provide information for ceremony program; arrange for supplies and refreshments provided by EENP; create plan and assign roles to EENP volunteers; lead logistics for transporting dogs to and from the prison on ceremony day; and assist with portraits, video, and other activities at the ceremony.
- Coordinate with EENP Client Services staff to bring clients in to work with the ABEL trainers.
- Arrange ABEL training period celebrations.

Personnel Management (~5%): *Coordinate with prison liaisons to keep the ABEL programs fully staffed and provide careful supervision to EENP volunteers and clients who interface with the ABEL program. Give thoughtful attention to balancing the unique, sometimes conflicting, relationships between offenders, prison staff, and the civilian community required for this collaboration.*

- Work with prison liaison to identify, interview, and make hiring recommendations for prospective ABEL candidates.
- Guide hiring decisions so that ABEL participants reflect demographic of the prison population.
- Make recommendations to prison liaisons and administration for promotions within ABEL, to ABEL programs at other facilities, and for work release assignments.
- Vet and closely supervise volunteers and clients who interface with the ABEL program.
- Inform volunteers and clients of prison-related protocols and hold them accountable.
- Assist with volunteer paperwork and training needed to enter prison facilities.
- Act as supervisor of work release employees as needed.

Facility and Department of Adult Corrections Collaboration (~5%): *Be a trusted resource for EENP's prison partners by consistently demonstrating cultural sensitivity to prison security and hierarchy, communicating clearly, and bringing a collaborative attitude to interactions.*

- Ensure facilities' operations are consistent with MOU and other agreed upon policies.
- Educate facility staff regarding dog safety and logistics around dog care.
- Identify weaknesses in protocols and agreements.
- Inform EENP Program Director of changes in policy and staffing changes at the prison.
- Facilitate and attend annual meeting between EENP, facility, and regional DAC staff to review MOU,

celebrate successes, and address challenges.

- Provide annual report to DAC.
- Seek out opportunities to build positive long-term relationships with DAC staff, including regional and state-level staff.
- Proactively complete annual DAC training to maintain access to all facilities.

Dog Training (~5%): *Participate in dog care and training to understand common training and placement challenges and appropriate responses. Communicate with training department to ensure logistics and training needs are met. Provide informed feedback and a critical link between ABEL trainers and EENP instructors through hands-on dog training.*

- ABEL Site Managers usually fulfill this responsibility through furlough training of ABEL dogs but in certain cases this can be fulfilled by participating in other ways.
- Learn to train and handle dogs in a manner consistent with EENP dog training, understand expectations for various training levels, and readily identify stress signs in dogs and how to address them effectively.
- Know when to ask for help with dog training assignments or challenging behaviors.
- Submit reports detailing your observations and training.
- Coordinate with EENP instructors and ABEL trainers to share training and behavior information.

Safety, Dog Health, and Urgent Issues (~5%): *Ensure dog health and safety by addressing medical and behavioral concerns and managing urgent issues within the ABEL program, and coordinating responses to unexpected situations inside and out of the ABEL program.*

- When visiting each camp, attend to any health issues identified during the week.
- Review health and behavior for incoming/outgoing dogs and review dog care sheets for accuracy.
- Distribute medication and manage medication-related documentation.
- Flag dog care and well-being issues for all dogs encountered.
- Contact veterinarians identified in prison emergency plans to be sure they are willing to fulfill our needs.
- Coordinate logistics during unexpected situations such as a volunteer not showing up to deliver or pick up a dog.
- Act as a resource during emergencies and urgent situations.

Community Building (time built into all areas of work): *Seek out opportunities to connect people and build community in order to feed the heart of EENP's work.*

- Become an awesome storyteller who surfaces and shares the power of EENP's ABEL program at every opportunity.
- Connect ABEL trainers with the larger EENP community by capturing ABEL stories and snippets from journals and ABEL days to share on the outside, and bringing news both light and serious from EENP's outside community back to ABEL.
- Foster opportunities for appropriate connection among ABEL trainers and the outside community.

As needed: *Flexibly support the organization in other areas, as needed.*

- Help with supervision and management of interns and work release trainers.
- Provide backup for answering incoming calls.

THE APPROACH

Attitude and approach matter more than experience! These approaches exist on a spectrum and you may identify with each of them to different degrees, but as a whole these four mindsets will set you up for success in this job.

YOU ARE EMOTIONALLY GROUNDED AND SET CLEAN BOUNDARIES

You have a strong sense of self-worth, are able to see what you're bringing to the table, and don't *need* to be liked or popular. You are deeply interested in people without needing them to be interested in you. You're okay being the bad guy or taking the heat for unpopular decisions. You empathize easily and care deeply yet you set clear personal boundaries, allowing you to support others with care and professionalism without absorbing their burdens. You care equally for people regardless of their appeal or charisma or interest in you.

YOU LEAD WITH EMPATHY AND CLARITY

You approach leadership with a mindset of "power with" rather than "power over." You wield power confidently but lightly. When needed, you're able to weigh complex factors and communicate tough decisions with clarity and empathy. You understand that "clear is kind" and you communicate effectively to achieve that kindness. You handle conflict directly and calmly without fueling it, and often succeed in de-escalating tense situations. You hold space and create a learning environment rather than stepping in to fix problems. You are accepting of flaws. You listen to understand people's framework and motivations. You are able to negotiate people who are demanding of your time. You try to draw people out but do not sink undue effort into people who are not participating.

YOU COACH OTHERS BY MODELING GROWTH

You make it your mission to develop others. You ask thoughtful questions to draw out insight. You delegate skillfully and take the time to offer useful and actionable feedback. Because you lead by example (with our values as your north star), you inspire and motivate others to take action and meet goals. You orient to success and set high expectations for the team. You hold the team accountable in ways that grow the people and our impact, and you make sure people feel appreciated.

YOU ADAPT QUICKLY AND ANTICIPATE POTENTIAL PROBLEMS

You have a resilient and flexible nature. Things change often and quickly when working with dogs in a prison environment. You are resourceful and able to think on your feet to respond to those changes. You keep the larger goal in mind. You have a cultural understanding of the prison system, including security and hierarchy, and a sensitivity to and recognition of the unique ways that the prison population is vulnerable. You understand that part of success is anticipating and preventing problems. You err on the side of safety and propriety.

CLASSIFICATION, BENEFITS, AND OTHER DETAILS

- Reports to Program Director
- Full-time, non-exempt position
- Hourly; starting wage budgeted at \$24-28/hour depending on experience
- Paid time off accrued monthly at an initial rate of 20 days per year
- Health insurance offered with a 50% premium subsidy
- SIMPLE IRA with employer contribution
- Drivers license required with no major infractions
- Must be able to pass a background check with NC Department of Adult Correction and receive approval to enter prisons; at base this requires anyone who has been under the supervision of NC DAC (including for a DUI) be at least one year out of supervision
- Must be able to lift and carry 40 lb bags
- Must be able to physically handle young, untrained dogs on leash
- Work schedule is generally weekday/daytime but occasional evening and weekend work may be required
- Twice weekly prison days are long and have little flexibility; other days can accommodate some flexibility in work schedule with approval of supervisor
- Some work from home may be accommodated in this position after training is complete but cannot be guaranteed

TO APPLY

Applications will be accepted at least until 8/16/25 and after that on a rolling basis until the position is filled.

To learn more about EENP, visit our website at eenp.org. If you have questions about the position or employment with EENP, email your questions to employment@eenp.org and we will respond as quickly as possible; however, please understand we are receiving a heavy volume of applications while we are understaffed and response may be slow. Do not stop by our office or call.

To apply, send a **pdf** of your cover letter and resume by email to Deb Cunningham, Program Director, at **employment@eenp.org** with "Application for ABEL Site Manager position" as the subject. Alternately, you may apply through our Indeed job posting; if you do this, please do not duplicate your application to the email address. We will notify each applicant when the status of their application changes.

EENP does not discriminate on the basis of race, color, religion, sex, age, sexual orientation, gender orientation, national origin, veteran's status, or disability. Applicants with lived experience in one of our constituent communities are particularly encouraged to apply.

Statistics show that women and members of marginalized or underrepresented groups apply to jobs only if they meet 100% of the qualifications. ***We encourage you to break that statistic and to apply. No one ever meets 100% of the qualifications.***