



Position Description

Position Title:	Orientation and Mobility Instructor (generalist)
Department:	Client Services
Reporting To:	Children's Mobility Team Leader
Award:	Social Community Homecare and Disability Services Award – Level 4
Disability Capability Framework Level:	Specialist and Professional Services Job Family – Level 7

About Guide Dogs Victoria

Guide Dogs Victoria provides high quality training to maximise the independence of people living with a vision impairment or blindness. Our professional services extend beyond the provision of guide dogs, and include innovative children's mobility programs, orientation and mobility training for adults and people living with an acquired brain injury (ABI), and social networking programs to support active community participation.

Guide Dogs Victoria is also Australia's most trusted charity and an employer of choice in the disability sector. Our staff enjoy an inclusive and collaborative working environment where talent is recognised and innovation is encouraged.

Purpose of Position

The purpose of this position is to effectively provide mobility programs to people who are blind or have low vision that meet the needs of the individual, Guide Dogs Victoria and Disability Service standards. The position works in collaboration with internal and external stakeholders to maximise client potential to fully engage in the community.

Reporting Relationships

This position reports to the Children's Mobility Team Leader, and works closely with other Practitioners across Guide Dogs Victoria to provide holistic support to our clients.

Children's Mobility
Team Leader



Orientation and Mobility Instructor

Position Responsibilities

Client Programs

- Provide assessment, training, and follow-up programs for clients. This may include domiciliary programs and Training Centre-based programs. The majority of client programs are one on one within metro Melbourne. The role will include supporting clients in regional Victoria which may involve overnight visits to country Victoria on occasions.
- Within country Victoria, support the provision of client programs of other specialised disciplines by responding to client referrals and addressing non-complex mobility needs and goals as appropriate.
- Ensure the client is fully involved in the development of their programs, and has input into the decisions made.
- Ensure the client's rights are upheld at all times, and provision of service meets relevant ethical and professional standards.
- Ensure where appropriate, the client's family, the referral source, professionals supporting the client, and relevant others, contribute to the development of the client's program.
- As necessary, and in consultation with the client, refer the client to other professionals to assist with the development of their program.
- Contribute to the design, coordination and implementation of camps and day programs delivered to groups of clients. Overnight support is required for some programs.
- Complete client program reports and relevant documentation.
- Provide indirect services to clients by preparing and presenting information/education programs, sessions and workshops to other schools, professional groups, families and individuals as required.
- Contribute to the production of appropriate resource materials that will enhance client programs in general.
- Promote and market Guide Dogs Victoria's service offerings.

Service Development

- Prepare and present information sessions and workshops as required, to maintain professional and referral networks.
- Contribute to identifying and targeting networking opportunities that will enhance referrals to Guide Dogs Victoria.
- Assist and contribute to activities and projects that aim to develop client services.

Professional Observations

- Participate in formal technical appraisals and/or professional observations as required.

Administration

- Actively participate in the development and implementation of departmental objectives and complete other duties when requested to ensure their achievement.
- Provide accurate written information including clear and informative reports and communications including reports on assessment of client and progress.
- Maintain accurate and up to date records of all client information within Salesforce.
- Participate actively in staff meetings and share information to improve the work environment and outcomes.
- Demonstrate initiative and contribute to ideas for improving ways of working and generating ideas for innovation.
- Keep abreast of new developments within area of responsibility
- Attend after hours Guide Dog Victoria events and activities as required from time to time.

Compliance

- Follow all Guide Dogs Victoria policies, procedures and systems.
- Ensures adherence to all relevant government legislation and relevant disability service standards.
- Ensure safety of self and others in the work environment.
- Contribute to the identification and reporting of risks and hazards, and contribute to their effective control.
- Ensure work meets Guide Dogs Victoria quality requirements, and contribute to the enhancement and continuous improvement of our quality systems.

Position Selection Criteria

Qualifications

- Relevant tertiary qualifications in the field of Orientation and Mobility
- Current First Aid certificate

Knowledge, Skills & Previous Experience

- A sincere interest in rendering a quality service to people who are blind or have low vision and sensitivity towards issues they may face
- Experience working with both adults and children
- Enthusiasm, energy and a high level of initiative
- Ability to work independently but also obtain supervision, support and debriefing as required
- A willingness to step outside the normal comfort zone and learn new skills
- Highly effective written and verbal communication and interpersonal skills including working with people who may have limited communication capability
- Good judgment and the ability to apply appropriate boundaries to professional relationships
- Effective skills in planning and organising, prioritising, attention to detail, meeting deadlines and being flexible and collaborative
- Ability to work effectively as part of a team and develop strong relationships with both clients and fellow colleagues
- The ability to effectively handle complex, sensitive issues and to collaborate with other work areas.
- Ability to demonstrate commitment and dedication to department and organisational goals and objectives

Personal Attributes

- Mature and professional in approach and presentation.
- Presents people with a disability positively and educate others in the community.
- Demonstrates confidentiality and diversity awareness.
- Is outcome focussed and follows through with commitments.
- Is flexible: adapts to changing circumstances, and prioritises work and addresses what is important.
- Is collaborative: works with others to achieve common goals, and engenders teamwork.
- Works effectively with Volunteers.
- Manages time and uses tools effectively to assist with planning and organising.
- Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in communications, problem solving and conflict resolution.
- Adopts personal accountability in own role.
- Maintains organisation's image and reputation in context of own role

- Demonstrates commitment to live the Values and Behaviours of Guide Dogs Victoria.
- Demonstrates a strong client and customer focus and a commitment to person centred service practices.
- Able to manage the physical demands and requirements of the job.
- A satisfactory background check (including a national and international police check and working with children check).