



Position Description

Position Title: Orientation and Mobility Specialist

Department: Client Services

Reports to Position: Allied Health Manager

Direct Reports: Volunteers

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

Position Overview

The primary function of this role is to deliver high quality Orientation and Mobility (O&M) services to people who are blind or vision impaired in Queensland, which meet the goals and needs of the individual, GDQ, National Disability Insurance Scheme (NDIS), Aged Care and other Disability Service standards.

The O&M Specialist will work within an interdisciplinary team. The position involves regular travel within Queensland to provide services to our clients. Positions may be based in Brisbane or at regional locations. Interstate travel may be required.

Some out of hours and weekend work is also required as determined by the needs of the Organisation.

The role may be offered on a part time or fulltime basis.

Essential Functions and Responsibilities

- Deliver tailored Orientation and Mobility training and intervention strategies for individuals and groups.
- In consultation with clients (Children, Adults and Older Adults), plan, develop, deliver and evaluate individual or group specialised services in line with clients' needs and identified goals throughout the assessment process.
- Work collaboratively with the broader O&M team to develop, conduct and deliver residential mobility programs such as Special Education camps and Long Cane courses.
- Provide support in the delivery of GDQ Low Vision Clinics (YVC) and Expos.
- Ensure all administrative tasks and reports are completed in an informative, timely and professional manner.
- Complete relevant, effective NDIS O&M Assessments and Reports in a



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timely manner.

- Monitor and adhere to productivity and utilisation rates for service delivery
- Maintaining the client record with up to date and relevant information through the use of the Client Services Management Software tool.
- Assess the ability of clients to travel safely and confidently within area of the community they wish to access.
- Advise on and prescribe a range of mobility aids and provide specialist services to meet individual needs.
- Monitor and advise on the use of low vision aids as applicable to a mobility program.
- Represent GDQ on committees as required.
- Contribute to the development of Client Services through engagement with the broader teams within the organisation.
- Participate in professional development and training activities that maintain and enhance professional knowledge and skill.
- Participate in GDQ events and fundraising activities such as GDQ Mobility Expo's, White Cane Day and Client Graduation's.

Other Duties and Responsibilities

- Maintain the strictest confidentiality whilst dealing with personal and sensitive information and providing value added services across the GDQ team.
- Other related duties as required.
- Participate in personal development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

Nil.



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Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by prevailing legislation.
- Approved qualifications in O&M as recognised by Orientation and Mobility Association Australasia (OMAA).
- Current Open Drivers Licence-.
- Experience in working with clients who have a vision impairment or other disability.
- A high level of integrity and strong work ethic.
- Highly effective written and verbal communication skills.
- Excellent interpersonal skills including working with people who have limited communication ability.
- Strong planning skills including sound time management skills
- Well-developed problem solving skills.
- The capacity to build rapport and negotiate with a wide range of people from varied backgrounds.
- Ability to work independently, obtain supervision, support and debriefing as required.
- Good judgement and the ability to apply appropriate boundaries to professional relationships.
- Good understanding and operating competency in Microsoft Office products and data entry.
- Demonstrated ability to be outcome focused and flexible to changing circumstances and work priorities.
- Mature and professional in approach and presentation.
- Current First Aid qualification.

Desirable

- Experience in disability services field.
- A minimum of 3 years' experience working in a similar role is preferred.
- Commitment to professional development and quality assurance.



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Working Conditions and Environment

Capacity to maintain a high level of professional boundaries and effectively manage difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with clients or staff that may have unreasonable requests or demands.

Approximately 30% of time spent performing clerical functions.

Approximately 70% of time working with people in residential and community settings, including travel.

Some night and weekend work is a requirement of this position.

Travel is a requirement of this position.