



## Position Description

**Position Title:** Guide Dog Mobility Instructor

**Department:** Guide Dog Services

**Reports to Position:** Team Leader Guide Dog Services

**Direct Reports:** Potential for GDMI Cadet and Volunteer Supervision

### 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 Guide Dog Mobility Instructor's (GDMI) primary function is to deliver Guide Dog and Orientation & Mobility services (to IGDF and Queensland Disability Standards) to people with vision impairment.

The GDMI contributes to the continuous development of the Guide Dogs Services operation by making recommendations for the improvement to systems, processes and practices.

### Essential Functions and Responsibilities

- Devise individually-based learning strategies to instruct people with vision-impairment in techniques of Guide Dog Mobility and Orientation & Mobility, either as part of a domiciliary or a residential program or as directed by the Team Leader Guide Dogs Services .
- Deliver educational and mobility training programs to clients awaiting allocation of dogs, Guide Dog Mobility Instructor Cadets, other GDQ staff and volunteers.
- Conduct client interviews, assessments, follow-up and aftercare programs in accordance with GDQ policies and procedures.
- Communicate extensively within the Client Services team, adopting a group consultative approach.
- Lead professional/technical workshops, short courses, lectures and seminars on GDQ services and activities.
- Produce accurate and timely reports on operational activities as required.
- Prepare Guide Dogs for allocation to matched clients.
- Recommend suitable matches of Guide Dogs and clients.



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- Participate in Public Relations and Fundraising events.
- Cycle through the Guide Dog Training team and train 1-5 guide dogs, dependent on organisational needs.
- Communicate effectively with GDQ staff, volunteers and general public, about puppy program activities.
- Assist in coordinating the gradual integration of puppies 6-12 months into the Training Kennel environment at Bald Hills.
- Educate puppy program volunteers about the health and husbandry needs of the dogs under their direct supervision.
- Recommend improvements for Canine Development in order to develop the effectiveness of puppy raising volunteers and enhance the standard of puppies in the program.
- Support Puppy Raiser classes as needed and potentially carry a Puppy Raiser caseload, including carrying out assessments until ready for training.
- Participate in the socialisation and assessments of bred puppies from 3-8-weeks old.

## **Other Duties and Responsibilities**

- 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**

- Potential for GDMI Cadet and volunteer supervision.

## **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



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by prevailing legislation.

- IGDF Accredited Guide Dog Mobility Instructor qualification or other qualification deemed equivalent by Guide Dogs Queensland.
- Excellent time management, organisational and problem-solving skills.
- The ability to work autonomously, self-motivate, use initiative, and 'think on your feet'.
- Excellent computer and technological skills; in particular with respect to Microsoft Windows Environment and the Microsoft Office Suite including Outlook, Word, Excel and PowerPoint.
- Strong interdepartmental communication skills.
- The ability to build rapport and balance that with having critical conversations.
- The flexibility to work out of hours/work 'on call'.
- Undertake regular state wide travel.
- Experience in educating and mentoring adult learners.
- Confidence in public speaking/presenting information to groups and individuals.
- Experience in canine healthcare, husbandry, and behavioural assessment and training.
- A 'Class C Open' Drivers Licence.
- Current First Aid qualification.
- Current immunisation (Tetanus, Hepatitis B).

## **Desirable**

- 5+ years or equivalent of experience in the developmental stages of canine development from whelping through 18 months of age.
- Experience in socialization from 3 days to 8 weeks of age (pre-Puppy Raiser placement).
- Innovative thinker; continuously looks for, finds, and collaboratively implements agreed objectives; can evidence results based on set objectives.
- Thrives in a learning culture; continuously strives to enhance personal and team development.
- Future-focused – forward thinker on current standards against future projections.



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### **Working Conditions and Environment**

This position is based at GDQ Headquarters, Bald Hills, Brisbane.

Approximately 30% of time spent performing clerical functions.

Approximately 70% of time working with people in residential and community settings, this includes travel. This position also requires a capacity to maintain a high level of professional boundaries and manage emotional distress when dealing with difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with clients or staff that may have unreasonable requests or demands.

This Position may require you to walk up to 12km-15m per day Whilst training Dogs

The position duties may include lifting, twisting, stretching, bending, kneeling and squatting; as well as undertaking a wide variety of duties where water, dirt and dog hair are present. You must be able to lift up to 20kgs.

The position requires the capacity to handle dogs of a variety of ages, level of training and level of experience, in indoor and outdoor