

Position Description

Position Title: Assistive Technology Assistant

Department: Client Services

Reports to Position: Assistive Technology Specialist

Direct Reports: none

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

NDIS Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☒ Yes ☐ No

More than incidental contact with clients ☒ Yes ☐ No

Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

Position Overview

To support GDQ clients with assistive technology assessment, installation, training and support to ensure they achieve their goals in their everyday lives.

To support the delivery of grant funded programs across Queensland.

This role will be based in Queensland and will require regional travel as determined by client need and in collaboration with the staff member.

Essential Functions and Responsibilities

- Provide training, and follow-up programs for clients in the use of AT equipment. This may be delivered either individually or in small groups, in a variety of formats and environments including workplaces, homes and Guide Dogs Queensland centres. Training may be delivered face to face, over the phone or via video conference and other remote technologies.
- Provide in-person and telephone (and other remote) information and support, including installation, configuration, troubleshooting, and advice for a range of mobility, desktop and mobile operating systems and software, screen access technology, magnification devices and braille technologies.
- Contribute to the production of appropriate resource materials that will enhance client programs in general.

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- Ensure agreed deliverables are provided in a timely manner.
- Ensure the client's rights are always upheld, and provision of service complies with relevant ethical and professional standards as determined by Guide Dogs Queensland.
- Test documents and software for accessibility via various devices and screen readers.
- Provide written information including clear and informative reports and update database information as required.
- Participate actively in staff meetings and share information to improve the work environment and outcomes.
- Contribute information on grant programs.
- Participate in focus groups in target location.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional 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

none

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 varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- A working knowledge of Assistive Technology options and mobility devices including screen access software, print access software as well as magnification equipment and Braille devices.
- A high level of integrity and strong work ethic.
- Effective written and interpersonal communication skills including

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communication with those with limited communication.

- The ability to work independently but also obtain supervision, support and debriefing as required.
- Effective administration skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines with a high attention to detail and accuracy.
- Adaptability and flexibility to changing work environments and operational requirements.
- Proactive approach to work.
- A strong client focus including empathy, patience and understanding.
- Demonstrated Microsoft 365 skills, in particular Word and Excel.

Desirable

- Experience with Salesforce or Lumary.
- Experience in disability services field.
- Relevant qualifications in Disability or relevant to the delivery of Access Technology services; and/or experience in the provision of technology support and training for people that are blind or have low vision.
- Certificate IV in Training and Assessment.
- Knowledge and understanding of the NDIS and other government disability funding schemes.

Working Conditions and Environment

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.