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Position Title: Graduate Orientation and Mobility Specialist

Department: Client Services

Reports to Position: Orientation and Mobility Discipline Lead

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

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

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 Graduate O&M Specialist will work under general direction within an interdisciplinary team, and be supported and guided by a COMS qualified O&M. 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 and adults), plan, develop, deliver and evaluate individual or group specialised services in line with clients' needs and identified goals throughout the assessment process. Technical assistance on any complex client needs will be supported by COMS O & M Specialists.

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- Work collaboratively with COMS O & M Specialists to deliver residential mobility programs for clients.
- 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 and relevant professional bodies.
- Ensure all administrative tasks, including NDIS data and reports, are completed in an informative, timely and professional 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 low vision and mobility aids and provide specialist services to meet individual needs.
- Contribute to the development of Client Services through engagement with the broader teams within the organisation.
- Participate in GDQ events and fundraising activities.
- Actively apply organisational and professional Codes of Conduct.
- Be able to effectively communicate with GDQ staff, volunteers and the general public about GDQ programs and services.

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 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

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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 developing knowledge of Orientation and Mobility and associated equipment and technology within the scope of the profession.
- Adaptability and flexibility to changing work environments and operational requirements.
- Proactive approach to work.
- The ability to show empathy, patience and understanding.
- A high level of integrity and strong work ethic.
- Effective written and interpersonal communication skills including working with people who have limited communication ability.
- Effective planning skills including sound time management.
- Problem-solving skills.
- The ability to work independently but also obtain supervision, support and debriefing as required.
- Competency in using Microsoft Office products.
- The potential to competently educate and mentor adult and child learners.
- Good judgement and the ability to apply appropriate boundaries to professional relationships.
- A 'Class C Open' Queensland Drivers License.
- Working towards Certification with ACVREP
- Up-to-date vaccinations schedule as required by Guide Dogs Queensland.

Desirable

- Experience in disability services field.
- Registration as an O&M Specialist in Australasia (ROMSA) by Orientation and Mobility Association Australasia (OMAA).
- 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.

Approximately 30% of time spent performing clerical functions.

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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.

Document Control

Version number: 1.0

Issue Date: March 2022

Document Authoriser: General Manager Client Services