

Guide Dog Mobility Instructor

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| Position Level | Team Member | Department | Dog Services |
| Location | Adelaide | Direct/Indirect Reports | Nil |
| Reports to | General Manager, Dog Services and Beau's Pet Hotel | | |

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The Guide Dog Mobility Instructor is responsible for the competent, professional assessment and delivery of guide dog mobility services to clients with a vision loss and/or autism assistance dog services to families of children with autism. The role works in partnership with the Guide Dog Services team to evaluate and match guide dog stock with clients. In addition, this position may provide services on assistance dog programs.

■ Position Responsibilities

Key Responsibilities

- Provide client assessments to determine the suitability for a guide dog or autism assistance dog.
- Work in partnership with the Guide Dog Services team to select and train dogs and match with clients.
- Provide assessment and instruction to clients as required.
- Provide 24 hour emergency support services to guide dog clients, volunteers and members of the public in the area of puppy and dog emergencies.
- Prepare written assessments, reports and statistical data as required.
- Ensure data is captured and entered into the relevant database.
- Prepare information and resources and present education session for other agencies, professional groups, carers, families and others as required.
- Recruit, train and provide information to volunteers as required.
- Initiate and be actively involved in continuous improvement activities.
- Seek learning opportunities to develop and maintain own professional development.

- Work within the Guide Dogs SA/NT Risk Management Framework.

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Knowledge and understanding of guide dog principles and practices – essential.
- Experience in positive reinforcement training – highly desirable.
- Knowledge of the operations of a small to medium guide dog school.
- Have a sound understanding of the principles of adult education, instructional theory and practice.
- Skills in software relevant to the area of practice.

General Competencies

- Highly self-motivated and diplomatic with the ability to establish credibility and gain the confidence of a wide range of people from diverse background.
- Strong verbal and written skills.
- Ability to be productive and highly organised within an environment of competing demands.
- Ability to be creative, innovative, flexible and readily accommodate change while maintaining effectiveness.

- ## Qualifications/Licenses

- ## ■ General Conditions

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Last Review: 25/11/2021
Next Review: 25/11/2023

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.