# Position Description

# Access Technology Specialist

## Purpose of Position

The key purpose of this position is to provide high-quality Access Technology services, including assessment, training and support, to empower Vision Australia clients to take advantage of available technology to help them achieve the possibilities they choose in life.

## Context

This position sits within the Client Services Group. This group exists to support people who are blind or have low vision to live the life they choose. Vision Australia provides services to more than 32,000 clients from 28 Vision Australia sites in NSW, ACT, Queensland and Victoria and 29 clinics as well as outreach services to the Northern Territory and Tasmania.

## Principal Responsibilities

* Plan, develop, and deliver Access Technology training to clients either individually or in small groups, in a variety of formats and environments including workplaces, homes and Vision Australia centres. Training may be delivered face to face, over the phone or via video conference and other remote technologies;
* Conduct technology needs assessments in a variety of situations and environments including schools, homes, and workplaces;
* Provide in-person and telephone (and other remote) information and support, including installation, configuration, troubleshooting, and advice for a range of desktop and mobile operating systems and software, screen access technology, magnification devices and Braille technologies;
* Support Vision Australia’s Access Technology Helpdesk as required;
* Work in collaboration with Retail Services staff to provide high level knowledge and support to customers in relation to sales, demonstration installation and configuration of assistive technology equipment and aids;
* Act as a primary service provider (PSP) for clients who’s main service need is around Access Technology. The PSP facilitates, coordinates and integrates services within Vision Australia and with other agencies to achieve client goals;
* Use direct intervention strategies from outside the Access Technology discipline, as designed by relevant disciplines, with supervision and support from those team members;
* Collaborate in a transdisciplinary team to provide team members with specialist support, information and training;
* Deliver presentations and workshops on a broad range of Access Technology topics to internal staff, clients, families, educators and other agencies;
* Use specialised knowledge of Access Technologies and a person centred approach to assess clients’ technology needs and make appropriate training and equipment recommendations;
* Produce clear, concise, and timely reports documenting the technology and training needs of clients;
* Utilise the AT Leads and existing resources (knowledge management system) to recommend suitable AT solutions for individuals or to provide advice and/or consultancy to internal and external stakeholders;
* Regularly participate in professional development activities and self-education in order to remain cognisant of new and emergent trends and technologies and continuously improve and develop relevant knowledge and skills;
* Other duties as required by the Regional Business Manager;
* Assist with maintaining a high standard of safety at Vision Australia by following all safety procedures and acting safely at all times, not putting yourself or other people at risk by your actions or omissions.  Ensure that all work performed is in accordance with Vision Australia policies & procedures.

## Key Performance Indicators

Key performance indicators will be clearly defined through the performance planning process.

## Job Competencies

* Degree level qualification relevant to the delivery of Access Technology services e.g. Allied Health or Technology; and/or extensive experience in the provision of technology support and training for people that are blind or have low vision;
* Certificate IV in Training and Assessment (desirable);
* A working knowledge or ability to rapidly acquire knowledge of a range of access technologies including screen access technology, print access technology including magnification equipment and Braille equipment;
* Demonstrated ability to install, configure, and troubleshoot a wide range of desktop and mobile hardware, operating systems and software;
* Ability to plan and deliver customised training programs to meet client’s needs;
* Excellent verbal and written communication skills including the ability to deliver presentations, the ability to produce clear and concise reports, and the ability to convey complex concepts in language appropriate to the audience;
* An ability to quickly establish a rapport with people and work with them to identify their technology needs;
* Excellent analytical skills and demonstrated ability to solve complex problems;
* Commitment to continuous improvement through coaching conversations, giving and receiving feedback and a collaborative approach to knowledge sharing.

## Organisational Values

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence;
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

**Vision Australia environment:** many Vision Australia employees work with dog guides and all employees are likely to have contact with working dog guides.

## Role Scope

Reports to: Regional Business Manager

Direct Report Staff: 0

In-Direct Report Staff: 0

## Review of Job Description

This job description will be reviewed in line with the performance planning and appraisal process.

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