

# Position Description PD1149 v1.0

## Guide Dog Mobility Instructor



Position Level	Team Member	Department	Guide Dog Services
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Dog Services Operations Supervisor	Date Revised	June 2020

### ■ 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

### ■ Position Selection Criteria

#### Technical Competencies

# Position Description PD1149 v1.0

- Internationally recognised Guide Dog Mobility Instructor qualification
- Holds an unencumbered Australian Drivers Licence

## Experience and Knowledge

- 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

## Personal 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
- Is outcome focussed and works to achieve through collaborative work practices
- Analytical problem solving and decision making skills with an ability to explore new and innovative ways of doing business using creative solutions
- Contributes to improvement of processes, methods and systems to ensure efficiency and effectiveness of team support functions

## Core Leadership / Behavioural Capabilities

- **Strategic Direction:** Generates and considers options for actions to achieve long-term organisational goals including cost; benefits; risks; timing; buy-in; legal and ethical constraints.
- **Change:** Responds positively and effectively to change and encourages and supports others to respond positively to change and the future directions of the organisation. Assist self and others to overcome resistance to change.
- **Commercial Awareness:** Demonstrates a range of capabilities appropriate to the position, in areas such as commercial awareness, financial competence and business performance reporting to ensure sound decision making.
- **Customer Service:** Builds effective relationships with a range of key stakeholders and works successfully with diverse groups.
- **Team Participation:** Collaboratively works with team members to encourage, support and motivate team performance and looks for opportunities to reinforce, reward and celebrate achievements.
- **Positive Disposition:** Models professionalism, adopts high ethical and professional standards, commands attention and respect, and instils confidence needed to succeed; builds trust among team members.
- **Self-Awareness:** Understands own strengths and weaknesses as well as impact on others; is open to feedback from others.
- **Personal Well-Being:** Exhibits a personal energy to achieve success, balances work priorities with personal life so that neither is neglected; maintains healthy lifestyle.

# Position Description PD1149 v1.0

## ■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

\_\_\_\_\_

Signature

\_\_\_\_\_

Print Name

/ /

Approved by Manager

\_\_\_\_\_

Signature

/ /

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

# Position Description PD1149 v1.0

## **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 | Playing our part in making this 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.