

Senior Assistance and Guide Dog Mobility Instructor

Position Level	Team Member	Department	Dog Services
Location	Adelaide	Direct/Indirect Reports	Puppy Raising Advisors, Dog trainers,
Reports to	General Manager Dog Services		

■ Position Level Descriptor

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

■ Position Summary

The Senior Assistance and Guide Dog Mobility Instructor is responsible for the competent, professional assessment and delivery of Guide Dog Mobility services to clients with a vision loss, Autism Assistance Dog services to families of children with autism and Facility Dogs.

In addition, the role will provide technical expertise and advice to a team of Guide Dog Mobility Instructors, Assistance Dog Instructors, Assistance Dog Trainers and Facility Dog Handlers, working in partnership with the Guide Dog Services team to evaluate and match guide dog stock with clients.

■ Position Responsibilities

Key Responsibilities

- Provide technical expertise, advice, coaching and guidance to team members.
- Assess and train Guide Dogs and Assistance Dogs to the standard determined by Guide Dogs SA/NT based on International Guide Dog Federation and Assistance Dog's International minimum standards.
- Assess dog suitability for Guide Dogs Facility Dog program.
- Manage a client caseload.
- Provide client assessments to determine the suitability for a guide dog or assistance dog.

- Work in partnership with the Guide Dog Services team to select and train dogs and match with clients across the Guide Dogs, Assistance Dogs and facility dog programs.
- Provide assessment and instruction to clients as required.
- Prepare written assessments, reports and statistical data as required.
- Ensure data is captured and entered into the relevant database.
- Develop documents resources and present educational training sessions for both centre-based and for other agencies, professional groups, carers, families and others as required.
- Contribute to the planning, development and delivery of Guide Dogs, Assistance Dogs and Facility Dog services to both metropolitan and regional clients.
- Support staff workloads and allocation of clients.
- Actively support and participate in the IFDF, ADI and other relevant audits.
- Advocate on behalf of clients in relation to issues of access and equity.
- Identify and collaborate with the Business Development Specialist on new opportunities for Facility Dogs and the promotion of other dog services (i.e. visitation program).
- 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 and Assistance Dog principles and practices – essential.
- Prior experience working as a Guide Dog Mobility Instructor and/or Assistance Dog Instructor with a certified Guide Dog and/or Assistance Dog school- 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.
- Demonstrated highly developed interpersonal skills with effective verbal and written skills.
- Superior planning and organising skills, coupled with stress tolerance skills.
- Ability to be creative, innovative, flexible and readily accommodate change while maintaining effectiveness.
- Ability to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.
- 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.

Qualifications/Licenses

- Certificate issued by an Internationally recognised Guide Dog School and/or accredited Assistance Dog Instructor School that meet the standards of the IDGF and/or ADI.
- Holds an unencumbered Australian Drivers Licence.

■ 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, where required
- 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

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.