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Job Title	Assistive Technology Specialist
Department	Client Services
Reports To	Team Manager
Manages / Supervises	N/A

(x) New Job Description () Revised Job Description

1. PURPOSE OF THE JOB:

- To assist people with a vision impairment in the identification, selection and use of assistive technology solutions to meet their identified goals, while adhering to Guide Dogs NSW/ACT Policies and Procedures and Disability Service Standards.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Client Programs:

- Respond to requests for information and support from people enquiring about Assistive Technology services.
- Deliver individualised, comprehensive Assistive Technology assessments, synthesis of findings and clinically justified recommendations in professionally written reports, and communication of results with clients, families and members of case teams, as appropriate.
- Plan and deliver Assistive Technology training, including:
 - Review and interpret relevant files, and conduct a functional evaluation of the client's environment.
 - Research, select and preview potential training options with the client (e.g. different aids). Provide accurate information regarding options for assistive technology to the client/family.

- Procure and modify/design instructional materials and client aids (including consultation with suppliers).
- Ensure the client is fully involved in the development of their programs and enabled to make informed choices.
- Collaborate with the client, family and colleagues to develop appropriate goals, and plan sequencing of individual training sessions based on the client's needs.
- Deliver high quality training and technical assistance to clients in the use of Assistive Technology.
- Coordinate other services with assistive technology devices, such as those associated with existing education and rehabilitation plans and programs.
- Monitor and evaluate a client's skills and facilitate the development of independence and problem solving in the client.
- Establish and maintain effective communication and professional relationships with clients, families, colleagues and supervisors, including individuals from culturally diverse backgrounds.
- Work in a multidisciplinary team (including orthoptists, occupational therapists and orientation & mobility specialists) to undertake a comprehensive range of Assistive Technology programs for people with various levels of vision impairment (e.g. mobile phone and computer access, screen readers, screen magnifiers, braille technologies, video magnifiers, scanners, portable notetakers, adaptive keyboards, etc.), as directed.
- Demonstrate an awareness of psychosocial issues surrounding service provision, especially the impact of vision loss on clients and their families.
- Ensure the client's rights are upheld at all times, and provision of service complies with relevant ethical and professional standards.
- Complete client program reports and relevant documentation as stated in departmental procedures.

Service and Professional Development:

- Prepare and present information/education sessions and workshops as required to other agencies, professional and community groups, families and individuals as required to maintain professional and referral networks in the region.
- In collaboration with the team members and other relevant staff, identify and target networking opportunities that will increase referrals for services in the region.
- As directed, and in consultation with other relevant Guide Dogs NSW/ACT departments' staff, collaborate with local media in the region.
- As directed, assist/contribute to, or develop activities, resources and projects that aim to enhance client services.
- Contribute to professional development of field by undertaking further study and research as well as conference presentation and publications in professional journals.

Administration:

- Adhere to relevant policies, procedures, standards and legislation.
- As required, produce and analyse reports generated from client database (CRM/Integrate) to assist in management of the Instructor caseload.
- As required, locate and access appropriate resources, keep on-time scheduling, follow and maintain appropriate record keeping and reporting procedures.
- Attend and effectively participate in relevant meetings as directed. This includes appropriate preparation and being punctual.

WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.

3. OTHER DUTIES & RESPONSIBILITIES:

- Undertake regional visits with overnight stays.
- If appropriate, take on a wide support role as one or more of the following: WH&S Committee Member; Quality Assurance (QA) Internal Auditor; QA Representative; First Aider; and/or Fire Warden.
- Demonstrate commitment to the Quality Assurance System, procedures and practices
- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

4. SUPERVISORY RESPONSIBILITIES:

- N/A.

5. KNOWLEDGE & SKILLS:

Essential

- Completion of relevant industry training, e.g. Certificate IV in Training and Assessment.
- Familiarity with assistive technology solutions for use by individuals with vision impairment and experience in a similar role.
- Mature and professional approach and presentation.
- Excellent written and verbal communication skills, including the ability to communicate sensitively and effectively with clients and others.
- Ability to work in a team, as well as independently, assuming responsibility for nominated tasks – accountable and reliable.
- Ability to work under direction while maintaining initiative.
- Ability to be flexible, adapt to varying workloads, and to effectively manage multiple tasks.
- Excellent time management and organisation skills.
- Attention to detail, and skills in analysis, planning, and problem solving.
- Ability to demonstrate commitment and dedication to departmental and organisational goals and objectives.
- Familiarity with Microsoft Office applications and modern technology such as mobile phone applications.
- Satisfactory Working With Children Check and National Police Check.
- Hold a current NSW drivers licence or ability to travel independently e.g. via public transport.

Desirable

- Experience planning and conducting individualized, comprehensive Assistive Technology assessments and training programs.

6. PHYSICAL DEMANDS OF THE ROLE:

High level of activity (90% or more of time spent performing these activities)

Activity	Description	Existing controls
Providing assistive technology services to clients across a range of environments. Many of the services are activity based and highly interactive.	Lifting, twisting, stretching, bending, kneeling and squatting. Sustain a dynamic sitting posture. Dynamic standing.	Where possible, avoid lifting heavy objects, take regular breaks.
Travelling in metropolitan Sydney and regional NSW for long distances and for extended periods of time.	Sustain a dynamic sitting posture while travelling. Travelling may be via car, bus or train.	If using a company vehicle, vehicles comply with safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.
Sustain a sitting posture while conducting computer work.	Ability to maintain static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office equipment and assessments provided. Scheduled and mini breaks as required.
Exposure to potentially distressing situations regarding clients' life circumstances.	Capacity to maintain a high level of professional boundaries and potentially manage conflict or emotional distress when dealing with clients.	Manager support. If required, specific training can be provided.
Over-night stays in accommodation when visiting clients in rural or remote areas. Some rural locations might require travel by plane.	Sustain a dynamic sitting posture while travelling by plane.	Accommodation and plane travel are adequately funded.
Participate in public events.	Static standing for extensive periods of time during event.	Regular breaks. Appropriate food, water and sun shelter. Organise relief staff.

7. WORKING CONDITIONS & ENVIRONMENT:

- Generally an interactive face to face teaching environment which can be in many different physical environments ranging from private homes and public places.

- Open office floor plan, surrounded by your team and manager (along with other departments within Guide Dogs NSW/ACT).
- Professional environment.

Date Commenced Employment:

Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			