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Job Title	Community Orthoptist
Department	Client Services
Reports To	Regional Manager
Manages / Supervises	N/A

(x) New Job Description () Revised Job Description

1. PURPOSE OF THE JOB:

- Provide specialist low vision assessments, training and other interventions to enable clients with vision impairment to maximise the use of their residual vision. Services are delivered to clients of all ages, mainly in community locations and client homes.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Conduct functional low vision assessments and develop appropriate interventions based on client and family goals.
- Deliver interventions to enable clients to use their residual vision more effectively and efficiently, using a person-centred, strengths-based approach. Interventions may include advice, education, optical and electronic low vision aids, lighting and other equipment.
- Conduct training in the use of low vision aids and equipment, and support clients to purchase aids or access the loan library system as appropriate.
- Provide education to clients and their families on the meaning and implications of their diagnosis.
- Deliver services in clinic and community locations, and at client homes.
- Demonstrate an awareness of psychosocial issues surrounding service provision, especially the impact of vision loss on clients and families.
- Produce individualised reports for clients, colleagues and external stakeholders as appropriate.
- Coordinate referral to internal (Occupational Therapy, Orientation and Mobility) and external low vision rehabilitation services.

- Utilise Guide Dogs NSW/ACT's electronic Client Relationship Management system to maintain accurate, up to date client records in line with Guide Dogs policy and professional standards.
- Complete administration duties as required including booking appointments, managing and ordering stock and maintaining financial records.
- Support clients to complete applications for low vision aid funding where appropriate (Enable and DVA).
- Ensure that clients' rights are upheld at all times, and the provision of services complies with relevant ethical and professional standards.

WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- 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:

- Maintain and expand orthoptic and low vision skills and knowledge through accessing professional and personal development opportunities.
- Contribute to the development and delivery of low vision training and upskilling programs for professional colleagues.
- Participate in student education and supervision through collaboration with Universities and other institutions.
- Represent Guide Dogs NSW/ACT at professional and promotional events, including providing professional development to internal and external stakeholders.
- Identify and develop professional networks.
- Demonstrate commitment to the Quality Assurance System, procedures and practices.
- Other related duties as required.
- Adhere to relevant internal and external policies, procedures, standards and legislation.

4. SUPERVISORY RESPONSIBILITIES:

- N/A.

5. KNOWLEDGE & SKILLS:

Essential

- Degree qualified in orthoptics or equivalent.
- Eligibility for registration with the Australian Orthoptic Board.
- Excellent written and verbal communication skills, including the ability to communicate sensitively and effectively with clients, colleagues and external stakeholders.
- Proficiency with Microsoft Office applications and modern technology such as smart phones and their related applications.
- Willingness to obtain “National Police Certificate” and “Working With Children Check” (NSW).
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.
- NSW Driver Licence or alternate strategy to travel between service locations (e.g. community hub, office, client home).

Desirable

- Experience (through work or study) conducting low vision orthoptic assessments.
- Experience with an electronic records management system.

6. PHYSICAL DEMANDS OF THE ROLE:

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

Activity	Description	Existing controls
Providing low vision services to clients across a range of environments. Some services are activity based and interactive.	Lifting, twisting, stretching, bending, kneeling and squatting. Sustain a dynamic sitting posture. Dynamic standing.	Where possible, avoid lifting heavy objects, take regular breaks.

Sustain a sitting posture while conducting computer work.	Sustain a sitting posture for more than 50% of the working day: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office set up. Breaks as required. Headsets for phone calls.
Potentially dealing with a high level of customers who may have unreasonable requests or demands.	Capacity to maintain a high level of customer service and potentially manage conflict or emotional distress when dealing with clients.	Manager support. If required, customer service training can be provided.
Deal with individuals who may make unreasonable demands for service or emotional support. 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. Appropriate policies and procedures in place to manage conflict or grievances.
Driving (or other means of travel) in metropolitan areas across short to medium distances.	Sustain a dynamic sitting posture while driving/travelling.	Vehicles (or other transport) comply with safety and ergonomic guidelines. Safe driving/travel policy with scheduled breaks as required.

7. WORKING CONDITIONS & ENVIRONMENT

- Clinic room in community hub, client homes, extended periods of working alone, with phone/email support from colleagues.
- Professional environment.
- Conduct client home visits.

Date Commenced Employment:

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