1. PURPOSE OF THE JOB:

- Ensure high quality dogs are trained to meet Outcome Standards determined by Guide Dogs NSW/ACT.
- Ensure a consistent supply of high quality Guide Dogs is produced annually to meet the requirements of Guide Dogs NSW/ACT.
- Ensure high quality dogs are matched to meet the needs of Clients.
- Provide support for Guide Dog Client training, follow up and aftercare to Regions.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Guide Dog Training:

- Assess dogs for temperamental and physical suitability to enter Guide Dog training.
  - Liaise with Staff to ascertain behavioural history.
  - Socialise dogs during intake.
  - Establish appropriate kennel behaviours.
  - Establish obedience exercises.
  - Test dogs response to environmental stimuli.
  - Establish appropriate assessment environments.
  - Complete all relevant documentation.
  - Liaise with Kennel Manager to ensure all health check requirements are met.
- Training Guide Dogs to meet the needs of Clients and to the standards determined by Guide Dogs NSW/ACT.
  - Design and provide a positive and efficient training plan for each individual dog.
  - Review each dog’s individual characteristics to determine appropriate training methodology.
  - Train and consolidate appropriate guiding skills.
  - Review each dog’s progress at pre-determined times to ensure it is reaching an appropriate level of skill.
  - Ensure each dog can demonstrate confident and safe guiding skills.
  - Liaise with Kennel Manager and Veterinarian throughout training to ensure health requirements are met for each dog.
  - Review current Client waiting list to train specific skills.
  - Complete all relevant documentation.

- Matching Guide Dogs to meet the needs of Clients and to the standards determined by Guide Dogs NSW/ACT.
  - In conjunction with other relevant staff review applicants for appropriate matching.
  - Liaise with all relevant staff as to the Client’s needs and training requirements.
  - Where required or requested arrange for experiential walks with potential Clients.
  - Ensure matched dogs have any requested skills fully developed prior to placement.
  - Ensure all health requirements are met prior to placement.

Client Programs:

- Undertake Client programs in accordance with the Orientation & Mobility Specialist / Guide Dog Mobility Instructor position description as required from time to time.

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 GDs 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.
• Provide lectures, tutorials and practical supervision to the Guide Dog Module course, as required.

Administration:

• Adhere to relevant policies, procedures, standards and legislation.
• As required, produce and analyse reports generated from client database 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.
• Report any hazards and incidents as soon as possible, whether or not someone was injured.
• Participate in WH&S consultation meetings to discuss workplace safety in the department.
• 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 away-from-home visits.
• 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.
• 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:

Staff Supervision

- Participate in formal technical appraisals and/or informal observations as determined and directed by your manager, or designate.
- Contribute to ongoing development of services at Guide Dogs NSW/ACT by mentoring and formally supervising staff undertaking the Guide Dog Module course.
- As required, assist your manager with the recruitment, induction, and coordination of new staff.
- Demonstrate professional conduct consistent with the Code of Ethics for Orientation & Mobility Specialists.

5. KNOWLEDGE & SKILLS:

Essential

- Extensive experience in Guide Dog production and client training.
- Tertiary qualifications and completion of Master of Special Education (Sensory Disability). In addition completion of the Guide Dog Module course and/or qualified according to IGDF standards.
- 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.
- Confirmed Working With Children Check and satisfactory National Police Check.
- Able to manage the physical demands and requirements of the job and complete the tasks and duties as stated above.
6. PHYSICAL DEMANDS OF THE ROLE:

- Working outdoors.
- Extensive walking.
- Ability to physically handle dogs.

**High level of activity** (70% or more of time spent performing these activities)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Existing controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extensive dog handling and walking.</td>
<td>Lifting, twisting, stretching, bending, kneeling and squatting on a repetitive basis. Unpredictable pulling on the lead from dogs requiring exerting and restraining force with the leading hand and arm.</td>
<td>Staff are trained in dog-handling skills.</td>
</tr>
</tbody>
</table>

**Medium level of activity** (20% or more of time spent performing these activities)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Existing controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving in metropolitan Sydney and regional New South Wales for long-distances and for extended periods of time.</td>
<td>Sustain a dynamic sitting posture while driving for up to four hours with a break every two hours.</td>
<td>Vehicles comply with safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.</td>
</tr>
<tr>
<td>Computer work at a desk.</td>
<td>Sustain a sitting posture: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.</td>
<td>Ergonomic office set up. Brakes as required.</td>
</tr>
<tr>
<td>Deal with individuals who may make unreasonable demands for service.</td>
<td>Capacity to maintain a high level of customer service and potentially manage conflict or emotional distress when dealing with difficult customers.</td>
<td>Manager support. If required, customer service training can be provided.</td>
</tr>
</tbody>
</table>
7. WORKING CONDITIONS & ENVIRONMENT:

- Expansive lawn and grounds onsite.
- Professional environment.
- Extensive contact with dogs.