



INTERNAL JOB VACANCIES

8th October 2019

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Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

Available roles

Role	Location	Closing date	
Habilitation Specialist	London	20/10/2019	External
Orientation and Mobility Specialist	Liverpool	20/10/2019	External
Payroll Administrator	Central Office	13/10/2019	External
Service Desk Technician	Central Office	27/10/2019	External
Volunteering Office Assistant	Atherton	13/10/2019	External
Community Fundraising Manager	South East	15/10/2019	External
Community Fundraising Manager	North East	15/10/2019	External
Community Fundraising Manager	Midlands	15/10/2019	External
Community Fundraising Manager	South West	15/10/2019	External
Community Fundraising Manager	North West	15/10/2019	External
Operations Support Supervisor	Peterborough	16/10/2019	External
Reception Coordinator	Atherton	17/10/2019	External
Operations Support Supervisor	Reading	20/10/2019	External
Orientation & Mobility Specialist	Nottingham	20/10/2019	External
Single Gifts Campaigns Officer	Central Office	21/10/2019	External
Specialist Family Support Officer	Home Based	13/10/2019	Internal

Community Fundraising Assistant	Atherton	20/10/2019	External
ECommerce Executive	Central Office	22/10/2019	External
Qualified Habilitation Specialist	Bristol	14/10/2019	Internal
Access Assistant	Leamington	14/10/2019	External
Dog Care & Welfare Support Assistant	Atherton	20/10/2019	External
Dog Care & Welfare Technician	Welwyn Garden City	22/10/2019	External
Community Fundraising Campaigns Manager	National	27/10/2019	External

[For further details \(including how to apply\) for all external vacancies, please see our jobs board by clicking anywhere on this sentence.](#)

Thank you for your interest in working with Guide Dogs.

Please see below for the job description and person specification for each of the internal roles listed above.

The contents table at the top of this document will tell you the page number for each role.

Job description: Specialist Family support officer

Vacancy Specialist Family Support Officer
Salary GBP £27,472 to £29,091 per annum pro rata
Job Type Grade 4
Category Permanent -Part Time
Closing Date 13/10/2019
Date Posted 04/10/2019
Reference 0000034030
Location Home Based
Region Homebased

Job Title: **Specialist Family Support Officer (Early Years)**

Directorate: Operations
Reports To: Advice Services Manager
Matrix Reporting To: None
Disclosure Check Level: Enhanced
Date created/last reviewed: 06/09/2019

Overall Role Purpose

To provide an information, advice and guidance (IAG) service to parents, carers and families of Children and Young People (CYP) with a vision impairment (VI), with a specific focus on early years children, especially those recently diagnosed.

The post holder will be a key member of the Advice Services Team and rota, supporting Advice Line operations, through answering calls, making callbacks, and responding to emails.

To take a person-centred approach, ensuring we provide an appropriate level of advice and support to assist a good outcome.

To refer families appropriately, empowering them to access support and services that will assist them to realise their required outcomes.

To develop contact with other organisations and agencies and the professionals working within them to ensure our IAG services are known about and referred in to and to further promote and market our advice line and services.

Keep informed and appraised of the full of range of service provision available to support families of children with a vision impairment, sharing this learning and information with the wider team and taking part in co-learning and training sessions and developing resources and methods to increase the expertise and knowledge of the whole team.

To support and deliver IAG to a caseload of individuals, acting as key worker throughout the intervention, as agreed by the Advice Services Manager.

The post holder will also be asked to further the reach and success of the service through other development work.

Key Responsibilities

Advice line operations:

- Respond to enquiries into the Advice Line via phone and email . Follow advice line standards and guidance, capturing sufficient information, through person-centred conversations, to build an outcome-focussed action plan for each child/family.
- Liaise with Guide Dogs' other CYP Services where there is direct involvement in the same family, to ensure holistic service delivery, focussed on the person, or family in question (Person-centred).

Provision of quality IAG to families and CYP with a vision impairment:

- Offer allocated families high quality information, advice, and guidance, including at and around initial diagnosis, within the agreed framework of family support categories, referring to other agencies, where appropriate.
- Ensure provision of IAG is person-centred, empowers the enquirer and results in the delivery of a service that meets their desired outcomes.

Empowerment of families and CYP:

- Work proactively with enquiring families, CYP and partner agencies, to empower parents to support their child/ren and empower CYP to self-advocate.
- Produce resources for our service-users (e.g. self-help guides) that empower them to support themselves.

Data and Information Management

- Collate and capture relevant information in a timely fashion on our preferred customer relationship management system (database) and other locations to ensure we can report on our operations and quality assure the IAG we have given.
- Manage data within the team and our wider CYP Services in line with General Data Protection Regulation (GDPR) regulations, and Advice Services processes, to ensure that all staff supporting a family can do so in a person-centred way by responding to the data captured.
- Take responsibility for collecting and disseminating relevant information via CYP Services, the wider organisation, and external networks and communication channels such as our website and social media feeds to both further enhance our knowledge base and promote and market our services.

Developing stakeholder relationships:

- Develop strong links with other teams and staff within Guide Dogs to ensure families receive a holistic and joined-up service that is person-centred and meets their needs.
- Develop strong links with key agencies to ensure Guide Dogs can be the first port of call for families at the time of diagnosis, and thereafter.
- Develop understanding of other networks nationally to support the IAG on offer to families and to enhance the onward referral experience for families.
- Maintain a current and good understanding of our full range of CYP services, Guide Dogs' services and what is available via other agencies to offer ongoing meaningful IAG to families.

Data collection, analysis and reporting

- Contribute to the collation, analysis and reporting of data, statistics, reports, support programme documentation and activity records relating to caseload, as required by CYP Managers.
- Lead on the personal collation, production and analysis of statistics and reports to inform progress against My Contribution quarterly and annual objectives and to prepare for, participate in and contribute productively to regular individual and group supervision sessions (every 6-8 weeks).

Attending events, meetings and promoting the service/s:

- In agreement with the Advice Services Manager, to represent our charity at national conferences, seminars and workshops as required, focussing on maximising quality enquiries into the advice line and giving information on our full range of CYP services, and disseminating IAG as needed in a person-centred and professional manner.
- In agreement with the Advice Services Manager and Family Support Manager, to help prepare for and/or attend meetings and events that help to market and promote our services, increasing that agency's referrals in to our services as a result.

Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment to and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	None
Number of Volunteers Supervised:	None

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	None
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation: Educated to degree level or equivalent. Willingness to undertake appropriate Continuous Professional Development training as required. Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD). Desirable - Relevant other professional qualification/s in relation to children and families. Relevant professional qualification/s in relation to health, social care or education. Eye Clinic Liaison Officer (ECLO) qualification (RNIB)

Required Level of Education: Educated to degree level or equivalent. Willingness to undertake appropriate Continuous Professional Development training as required. Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD). Desirable - Relevant other professional qualification/s in relation to children and families. Relevant professional qualification/s in relation to health, social care or education. Eye Clinic Liaison Officer (ECLO) qualification (RNIB)

Why is this required? To demonstrate a level of education to understand the requirements of the role

Job-Related Experience

Experience of providing IAG to families of early years children with disabilities, ideally at and around the time of diagnosis. Desirable - Experience of providing IAG to families of early years children with a vision impairment, ideally at and around the time of diagnosis.

Other Job-Related Skills/Background

Working knowledge of vision impairment and/or disability.
Awareness of relevant policies and legislation in relation to Health &

Social Care, Special Educational Needs and Disability. (SEND)
Knowledge of the welfare system in relation to children with disabilities.
Desirable - Up to date knowledge of the Children Act 1989/2004 and the
Children & Families Act 2014 and any other relevant acts.
Understanding of Child Development in relation to disability.

Skills and Competencies

Essential

Ability to establish and develop person-centered, professional working relationships with families via phone and email communication. Ability to liaise effectively with other professionals/agencies. Assessment and planning skills. Effective verbal and written communication skills, including presentation skills. Proven organisational, time-management and administration skills. Ability to use own initiative and work alone or as part of a team. Ability to work empathically and sensitively with issues arising from supporting families of and children and young people with a vision impairment. Ability to process and record data, respecting GDPR regulations. Competency in ICT, including Office packages and database administration.

Desirable

None

Mobility Factors

Flexible about hours worked. Regular travel within designated region of UK as required by the role and occasional overnight stays when taking part in events/visiting Guide Dogs' offices in the UK.

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of

normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

Our Values

At Guide Dogs, we aspire to be: -

- **Open.** We listen to and work with others, and we are inclusive in everything we do. We share our expertise and experience with anyone who can benefit from it and always seek to learn from others.
- **Passionate.** We are positive and passionate about our life-changing work. We will challenge everything that prevents people with sight loss living full and rewarding lives.
- **Innovative.** We strive continuously to improve the services we provide. We will never stop innovating. The only way we can change the world for even more people with sight loss is by embracing new technologies and new ways of working.

Job Description: Qualified Habilitation Specialist

Vacancy Details:

Vacancy Qualified Habilitation Specialist
Salary GBP £27,472 to £29,091 pro rata per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date 14/10/2019
Date Posted 07/10/2019
Reference 0000034094
Location Bristol
Region South West

Job Description

General Information

Job Title:
Habilitation Specialist

Team:
Mobility Team

Department:
Service Delivery

Directorate:
Mobility Services

Job Location:

Reports To:
Service Delivery Manager or Senior Practitioner (CYP) Children & Young People
Number of Direct Reports:
None
Number of Volunteer Reports:
None
Budgetary Responsibility in Pounds :
None
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
Enhanced Children & Adults
Atlantic Data Job Title:
Habilitation Specialist Child

Overall Purpose

- Deliver specialist habilitation (mobility and independence) services which support the Guide Dogs Family's strategic objectives and bring independence and freedom to blind and partially sighted children and young people.

- Provide assessment of need.
- Have a technical understanding of the needs of Children & Young People in relation to the range of current products and services available from Guide Dogs Family and partner agencies with whom we work.
- Provide a staged delivery plan which is tailored to meet individual needs and expectations.
- Input and maintain records within given time frames and ensure our Data Protection policy is adhered too.
- Manage, supervise and support the training of trainee habilitation workers, habilitation assistants and – as required – the technical practice of other habilitation specialists in order to ensure Guide Dogs Family quality standards are maintained.
- Plan ongoing reviews of Children & Young People progress in relation to work programme objectives.

Key Accountabilities of the Role

	Key Accountability
1	To assess the needs and capabilities of children and young people (CYP) with a visual impairment (VI) and produce appropriate training programmes and recommendations as required.
2	To plan, implement and review habilitation programmes for Children & Young People with Visual Impairments (including those with complex needs) according to specific needs and capabilities, by giving one to one individual instruction in school, home and community settings.
3	To provide advice, information and assistance to parents, carers and others in close contact with Children & Young People in order

	ensure reinforcement of training programmes and to raise their awareness of visual impairment and resources available.
4	To deliver habilitation awareness training to parents/carers and professionals.
5	Participate in and, as necessary, organise extra curricula activities for Children & Young People with Visual Impairments as part of their habilitation training, including occasional residential events.
6	To conduct environmental accessibility audits of educational, recreational and work experience settings, and to provide recommendations to assist with the inclusion and safety of learners with sensory needs.
7	To write reports and keep records of Children & Young People progress during training in order to monitor service and identify further training needs.
8	To liaise and make regular contact with other relevant statutory and voluntary agencies in order to support the development of habilitation skills
9	Lead, inspire and mentor trainee staff to achieve agreed objectives within available resources. Provide technical and direct line supervision to a number of allocated habilitation specialists as required.
10	To maintain a healthy, safe and secure teaching and learning environment and to act in accordance with all relevant policies and procedures – Guide Dogs Family and partner agencies.
11	Any other activities relevant to the role that will enable blind and partially sighted children and young people to become independent and mobile.
12	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

All staff are expected to demonstrate Guide Dogs' Values, the beliefs that guide the entire organisation.

- 1 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs Family
3. Is committed to quality and service
4. Understands how Guide Dogs Family operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	<p>Can evidence the ability to work safely with children and young people.</p> <p>Ability to work directly with children and young people and their parents/guardians to carry out effective habilitation programmes, including low vision training.</p> <p>Ability to liaise effectively with other professionals/agencies</p> <p>Assessment and planning skills</p> <p>Effective communication skills, verbal and written</p> <p>Knowledge of range of resources available to Children & Young People with visual impairment</p> <p>Knowledge of child development.</p> <p>Good organisational and administrative skills</p>	Understanding of legislation relating to children and to disability
Previous relevant experience	Experience of teaching mobility and independence skills to children and young people with a visual	Experience of training or making presentations to groups

	<p>impairment in home, school and community settings.</p> <p>Experience in sensory training</p> <p>Experience of carrying out access and environmental audits.</p>	<p>Experience of working with children with complex needs</p> <p>Experience of working with pre-school children</p> <p>Six months post qualifying experience in statutory or voluntary sector</p>
Knowledge	<p>Nationally recognised qualification in habilitation training for children and young people with visual impairment</p> <p>Trainee undertaking year 2 of the Habilitation and Disabilities of Sight Graduate Diploma – IOE.</p> <p>Rehabilitation Officer Diploma/Certificate with relevant Children & Young People experience</p> <p>Both Mobility Officer and Technical Officer Certificates with relevant Children & Young People experience.</p> <p>Qualified teacher of visual impairment with a recognised mobility qualification.</p>	<p>Advanced Certificate in Education – Working with Children with Visual Impairment</p> <p>Recent training related to either sensory impairment, Community Care practice, or working with children and families</p> <p>Children & Young People First Aid certificate</p>
Qualifications / Training	Will be expected to register with Habilitation VI UK professional body	

	<p>Able to demonstrate ability to meet the physical demands of the role.</p> <p>In the absence of a valid UK Driving License, you will be expected to demonstrate how you will fulfil this aspect of the role via alternative means.</p> <p>Will be required to work within a specified geographical area, which will involve travel to various locations.</p> <p>Prepared to work unsociable hours, including some overnight stays.</p> <p>Commitment to equal opportunities</p> <p>No adverse Criminal Record</p>	
Special requirements (such as travel /overnight stays)	<p>Reliable. Self-reliant but will seek guidance appropriately.</p> <p>Ability to manage and prioritise a heavy workload</p> <p>Positive approach to self-development</p> <p>Handles problems calmly and sensitively</p> <p>Ability to work as part of a team and individually</p> <p>Integrity and confidentiality</p>	

	Comfortable with dogs in the workplace/office	
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs at all times and be a fundraiser.

This job profile is accurate as at the date shown below. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes in or to the role.

GRADE OF POST: 4

DATE OF EVALUATION: 19th February 2014

***End of Document**

