



INTERNAL JOB VACANCIES

12th May 2020

Contents

Working for Guide Dogs.....	2
Job Description: Qualified Orientation & Mobility Specialist.....	4
Job Description: Volunteering Coordinator.....	10



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	
Legacy Case Manager	Central Office	17/05/2020	External
Qualified Orientation & Mobility Specialist	London	31/05/2020	External
Volunteering Co-ordinator	Glasgow	12/05/2020	Internal
Qualified Orientation & Mobility Specialist	Manchester	11/05/2020	Internal

[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: Qualified Orientation & Mobility Specialist

Vacancy Qualified Orientation & Mobility Specialist
Salary GBP £27,472 to £29,091 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date 11/05/2020
Date Posted 04/05/2020
Reference 0000037477
Location Manchester
Region North West

General Information

Job Title:
Orientation & Mobility Specialist (OMSp)
Team:
Mobility Team
Department:
Mobility Services Region
Directorate:
Mobility Services
Job Location:
Manchester
Reports To:
Service Delivery Manager
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

Atlantic Data Job Title:

Orientation and Mobility Specialist

Overall Purpose

Deliver specialist orientation and mobility services which support Guide Dogs strategic objectives and promote independence and choice to people who are blind and partially sighted. Through personalisation, the OMSp will provide specialist holistic assessment of customer needs that will improve their wellbeing.

Where appropriate this will include a whole-family and friends approach. You will have a technical understanding of the needs of customers in relation to the range of current products and services available from Guide Dogs and other relevant organisations.

Together with the client you will co-produce a staged delivery plan which is tailored to meet individual customer needs and goals. You will plan on-going reviews of customer progress in terms of the extent to which their desired outcomes have been achieved. You will input and maintain

Guide Dogs' customer records within given time frames and ensure our Data Protection policy and Safeguarding policies are adhered to.

You will train and supervise Trainee Orientation and Mobility Specialists by providing professional technical expertise. This will include tutoring support in relation to academic assessments and on-going evaluation of their work performance. This is to ensure Guide Dogs' quality standards are maintained.

You will invest in giving and receiving peer-to-peer support, including attending national, regional and local peer support opportunities.

Key Accountabilities of the Role

	Key Accountability
1	Personalisation – Build on the information already gained from initial contact or referral information about a customer. Using person-centred skills be able to organise around the customer . Focusing on wellbeing, identify ambitions and challenges facing each customer and their families. Together with the customer, prepare a plan to deliver outcomes, including facilitating referrals and signposting where required.
2	Assessment - Assess the orientation and mobility needs, (including functional vision), capabilities, abilities and skills-gaps for customers seeking to improve their mobility.
3	Customer Training - Deliver a staged mobility plan (Agreed Training Programme) in line with the specific needs and capabilities related to the customers desired outcomes. Provide information to customers on alternative services and equipment available, as such needs arise.
4	Review – Regularly review, evaluate and agree customer mobility improvement and outcomes throughout training and adapt and update as required to ensure outcomes are achieved. Work closely with other Guide Dog departments (e.g. safeguarding) in order to support policies within the organisation.
5	Actively scope out opportunities to increase enquiries in line with Guide Dogs strategic aim of increasing reach and providing services to more people who are blind and partially sighted. Promote the profile of Guide Dogs at all times. Contribute to Fundraising initiatives and work with Legacy, Major Relationships, National and Regional Fundraising Departments to assist in generating income

6	Data management/Compliance/Administration - Keep appropriate records of all work undertaken, either on Guide Dogs' IS system, or on the system utilised by the relevant partner agency ensuring that all records and information is in inline with Guide Dogs policies and procdures.
7	Supervision and Leadership - Lead, inspire and mentor trainee staff to achieve agreed objectives within available resources. Ensuring practical and theoretical training is provided through continual assessment to deliver mobility training of a safe and competent standard. Use technical knowledge and experience working alongside the Technical Training to observe, assess and coach trainee Orientation and Mobility Specialists. Ensure this training meets the objectives set by undertaking regular supervision. Provide technical and direct line supervision to a number of allocated Orientation and Mobility Specialists.
8	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous improvement. We expect all our people to demonstrate commitment and evidence their active participation 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 Person centred
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs
3. Is committed to quality and service
4. Understands how Guide Dogs 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.	Understanding of the benefits of person-centred planning
Job specific skills	Is able to build rapport with, and obtain information from clients using person centred planning. Is able to provide emotional support. Is able to problem solve. Ability to work with people who have additional needs. Is able to liaise and work with other professionals and volunteers. Has good organisation and report writing skills. Has a commitment to Health & Safety at work.	Able to travel within the Mobility Team area
Previous relevant experience	Has experience of working with people who are blind and partially sighted. Has working knowledge of Word, Excel and Outlook.	Has experience of complex needs. Has experience of working with volunteers.
Knowledge	<ul style="list-style-type: none"> • Instructional techniques. Orientation and mobility assessment and training. • Low vision assessment and training. • Additional disabilities. • Mobility equipment available. 	<ul style="list-style-type: none"> • Person-centred Planning

	<ul style="list-style-type: none"> • The roles of other agencies and service providers. 	
Qualifications / Training	Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent with evidence of continued professional development to maintain current knowledge and experience within the field.	Training in person-centred approach.
Special requirements (such as travel /overnight stays)	Is willing to travel. Is willing to work out of hours, if required. Is willing to stay away from home overnight, if required.	
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK.	
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.	Training in Safeguarding practice.

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: 12th October 2018

Job Description: Volunteering Coordinator

Vacancy Volunteering Coordinator
Salary GBP £21,568 to £22,838 per annum pro rata
Job Type Grade 3
Category Permanent -Part Time
Closing Date 12/05/2020
Date Posted 05/05/2020
Reference 0000037478
Location Glasgow
Region Scotland

General Information

Job Title:
Volunteering Coordinator

Team:
Region/Country

Department:
Volunteering

Directorate:
People & Performance

Job Location:
Guide Dogs Community Team or Regional Centre in region

Reports To: (Job Title)
Regional Volunteering Advisor

Number of Direct Reports:
0

Number of Volunteer Reports:
Minimum of 4

Budgetary Responsibility in Pounds (if applicable):

0

Financial Targets (if applicable):
0

Matrix Reporting Lines To (if applicable):
n/a

Level of Disclosure Check Required and Related Workforce (if applicable):
None

Overall Purpose

You will work in partnership with local colleagues to support the effective delivery of existing and new volunteering programmes. You will collaborate with colleagues to implement local volunteer recruitment plans, supporting volunteer managers with training, retaining existing volunteers and to deliver great volunteering experiences. Through a combination of hands on support and specialist volunteering advice and guidance, you will play a pivotal role in supporting the local implementation of the Volunteering Strategy in the community team and/or the regional centre location, ensuring it effectively meet the needs of Guide Dogs Strategy.

Key Accountabilities of the Role

	Key Accountability
1.	Planning for volunteer involvement You will work closely with local teams to coordinate the development and delivery of local volunteer recruitment plans, ensuring sufficient number and quality of volunteering applications are received to meet the needs of the organisation.
2.	Volunteer Recruitment <ul style="list-style-type: none">You will work in partnership with local volunteer managers to coordinate the recruitment of volunteers, through providing hands on support at agreed stages of the recruitment journey

	<ul style="list-style-type: none"> You will support local operational teams to deliver agreed volunteering diversity plans
3.	<p>Volunteer Induction & Training</p> <ul style="list-style-type: none"> You will work with local colleagues to identify and coordinate training needs for volunteers, supporting in the planning and delivery of agreed training programmes as appropriate You will coordinate and co-deliver with local colleagues face-to-face induction sessions for new volunteers
4.	<p>Support & Supervision</p> <ul style="list-style-type: none"> You will work collaboratively with staff and Lead Volunteers in the effective delivery of support and supervision of volunteers, including through advising on adherence to relevant policies and procedures

5.	<p>Volunteer Management</p> <ul style="list-style-type: none"> You will be responsible for recruiting, inducting, training and managing an appropriate number of volunteers directly relevant to your role and where relevant cross functional, to provide support to the local team
6.	<p>Volunteer Recognition</p> <ul style="list-style-type: none"> You will coordinate the process for local teams to optimise engagement in local and national volunteer recognition programmes
7.	<p>Volunteering Development</p> <ul style="list-style-type: none"> You will work with local colleagues to co-produce and deliver new volunteering approaches and products, in line with organisational need and informed by external good practice and internal feedback You will liaise closely with the regional Volunteering Advisor to use data and insight to develop and implement plans that maintain best practice and foster an ethos of continuous improvement to the local volunteering experience You will work with local teams to coordinate and deliver volunteering programmes that are within the volunteering framework, ensuring a consistent and standardised approach where appropriate
8.	<p>Data Management</p> <ul style="list-style-type: none"> You will actively support local volunteer managers to fulfil their responsibilities for data management in relation to volunteering You will be responsible for data management where appropriate
9.	<ul style="list-style-type: none"> 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).
10.	<ul style="list-style-type: none"> You will be expected to perform any other duties as reasonably required in line with skills, knowledge, and experience to contribute to Guide Dogs strategic aims and ambitions.

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. Open
2. Passionate
3. Innovative

Competencies

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

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section Values and Behaviours section above	
Job specific skills	Organised, efficient and with strong attention to detail Able to manage multiple projects/clients, maintaining excellent customer service	Coaching and mentoring skills Negotiating and influencing skills Training and facilitation skills

	<p>Ability to effectively support, guide and advise others</p> <p>Ability to plan and implement projects and programmes of work</p> <p>Leadership and management of volunteers</p> <p>Computer literate with a good knowledge of Microsoft Office packages</p>	
Previous relevant experience	<p>Experience of leading and managing volunteers</p> <p>Experience of developing, implementing and reviewing new working practices within a team</p> <p>Experience of using a Customer Relationship Management (CRM) system</p>	<p>Experience of supporting, guiding and advising others to effectively manage volunteers</p> <p>Experience of working in volunteer management in a large or geographically dispersed organisation</p> <p>Experience of creating an inclusive work environment for people with a disability</p>
Knowledge	<p>Good practice of the legislative and regulatory framework for volunteering</p>	<p>Knowledge of good practice in equality, diversity and inclusion and implications for volunteering</p> <p>Knowledge of data protection and implications for volunteer management</p>
Qualifications/ Training		<p>Knowledge of Volunteering pathways</p> <p>Relevant qualification in volunteer management or equivalent</p>

		<p>Relevant qualification in training/learning and development</p> <p>Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA)</p>
Special requirements (such as travel /overnight stays)	<p>Travel within the local area required.</p> <p>Travel and overnight stays within the UK may be required, although this is likely to be infrequent</p>	
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 our employees and volunteers to demonstrate this commitment.	
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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: 3

DATE OF EVALUATION: 30/07/2019

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