



INTERNAL JOB VACANCIES

24th July 2020

Contents

Working for Guide Dogs.....	2
Job Description: Qualified Guide Dog Mobility Instructor	5
Job Description: Committed Giving Campaign Officer	11
Job Description: Single Gifts Campaign Officer	18
Job Description: Trainee Guide Dog Mobility Instructor	24
Job Description: Trainee Guide Dog Mobility Instructor	30
Job Description: Trainee Guide Dog Mobility Instructor	36
Job Description: Trainee Guide Dog Mobility Instructor	42
Job Description: Trainee Guide Dog Mobility Instructor	48
Job Description: Trainee Guide Dog Mobility Instructor	54
Job Description: Orientation and Mobility Specialist.....	60
Job Description: Volunteer Boarder Coordinator	67
Job Description: Qualified Habilitation Specialist	73



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 Campaign Officer	Central Office	31/07/2020	External
Qualified Guide Dog Mobility Instructor	National	Ongoing	External
Qualified Guide Dog Mobility Instructor	London	30/ 07/ 2020	Internal
Committed Giving Campaign Officer - Acquisition	Central Office	26/07/2020	Internal
Single Gifts Campaign Officer	Central Office	28/07/2020	Internal
Trainee Guide Dog Mobility Instructor	Bristol	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	Leeds	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	Liverpool	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	London	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	Maidstone	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	Newcastle	02/08/2020	Internal
Trainee Guide Dog Mobility Instructor	Reading	02/08/2020	Internal
Orientation and Mobility Specialist	Home Based (Nominated Office)	03/08/2020	Internal
Volunteer Boarder Coordinator	Redbridge	28/07/2020	Internal
Qualified Habilitation Specialist	South East, covering Hertfordshire, Bedfordshire, Essex and London	15/08/2020	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 Guide Dog Mobility Instructor

Vacancy Qualified Guide Dog Mobility Instructor

Salary GBP £31,577 to £33,196 per annum

Job Type

Category Permanent- Full Time

Closing Date 30/07/2020

Date Posted 16/07/2020

Reference 0000037537

Location London

Region England

Job Profile

Job Title: Guide Dog Mobility Instructor (GDMI)

Directorate: Operations

Reports To: CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Children and Adults

Date created/last reviewed: 13/03/2020

Overall Role Purpose

The Guide Dog Mobility Instructor (GDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. Supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

Dog training

- Train dogs according to national and international standards as well as according to specific individual service user requirements.

- Apply knowledge of the functional impact of sight loss and any other disabilities or health conditions to ensure dogs to perform their guiding role within the required variety of circumstances.
- Assess and review the dogs' temperament and behaviour to ensure dogs to perform their guiding role.
- Develop detailed knowledge of each dog's capabilities to allow accurate matching to potential service users.
- Produce comprehensive reports to enable quality control and use professional judgement to make recommendations on each dog's progression

Matching of guide dog and owner partnerships

- Ensure that dogs are suitably matched to service users.
- Use detailed knowledge of each dog's qualities and recognise how these are likely to compliment the needs and lifestyle of service users.
- Analyse and assess any risks attached to the guide dog and whether these risks can be safely and appropriately balanced by the skills or capability of the intended service user.
- Ensure service users are provided with all necessary information to make informed decision regarding a future partnership

Creating and Supporting Partnerships

- Plan, supervise or directly deliver training courses for service users and other key individuals which contribute to the success of the partnerships.
- Apply theoretical and practical knowledge of teaching and learning of adults and at times people with additional needs, including the instruction of children and young people.
- Use skills and experience to develop both service user and the matched dog to jointly create and maintain effective partnership and a good quality of life for the guide dog.
- Provide aftercare services to guide dog and owner partnerships that supports efficient mobility, dog welfare and maximises the effective working life of the partnership and its end.

Service User Assessment

- Assess the orientation, mobility and any functional vision of service users. Determine the mobility potential of service users and decide upon the appropriate service offer through a thorough assessment process.

- Produce professional specialist reports to indicate decision as to the most appropriate mobility outcome or matching need.
- Ensure reports accurately describe the needs and capabilities of service users so that the most appropriate dog can be selected and prepared to meet the assessed needs.

Mentoring and Supervision

- Provide supervision, coaching or mentoring of other staff involved in the creation of guide dog and owner partnerships.
- Maintain supervision of created partnerships to ensure ongoing success.
- Train and support volunteers involved with supporting the guide dog service on an ongoing basis.
- Support and advise other key individuals who have influence in the ongoing freedom and independence of our service users.

Collaborative working

- Support the wider mobility team and organisation by acting as a positive ambassador

Data Capture

- Maintains accurate and timely client and dog records on the appropriate IS system, in line with national standards ensuring Data Protection and GDPR compliance.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: May be responsible for managing, maintaining daily communication and regular training inputs for groups of volunteer boarders - between 4 and 15

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- Five GCSE/'O' levels, or equivalent, to include Mathematics and English at Grade C or above.
- GDMI qualification recognised by the International Guide Dogs Federation. In addition, evidence of continued professional development to maintain current knowledge and experience within the field.

Desirable

- Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.

Job-Related Experience

Essential

- Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people.
- Experience of working for an organisation recognised by the International Guide Dogs Federation.

Desirable

- Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions).
- Experience of working with people with disabilities and/or within a teaching or coaching role.

Knowledge

Essential

- A sound knowledge of all aspects of the GDMI role is required to perform effectively and this includes understanding of: the structure and activities of the Association, dog training theory basic and advanced, Dog law, relevant medical conditions.
- Knowledge of ethical training approaches.

Skills and Competencies

Essential

- Strong interpersonal skills and excellent communications abilities that inspire, motivate and deliver excellent support to a diverse range of people.
- Proven coaching skills.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we

do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Committed Giving Campaign Officer

Vacancy Committed Giving Campaign Officer - Acquisition

Salary GBP £27,472 to £29,091 per annum

Job Type

Category Fixed Term Contract- Full Time

Closing Date 26/07/2020

Date Posted 10/07/2020

Reference 0000037525

Location Central Office

Region South East

Job Profile

Job Title: Committed Giving Campaign Officer Acquisition

Directorate: Fundraising

Reports To: Committed Giving Campaign Manager Acquisition

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 21/08/2019

Overall Role Purpose

The Committed Giving Campaign Officer Acquisition role helps people with sight loss to live the life they choose by managing campaigns across Committed Giving acquisition and maximising the number of responses and value.

Key Responsibilities

- Manage the overall delivery of acquisition campaigns, delivering on time, to budget and maximising response and value, including (but not limited to) direct mail, print, broadcast (DRTV and Radio), email, social and digital media, telemarketing and face to face. Write briefs for creative, data, response handling and supporter care. Ensure the approval procedure is adhered to and all necessary stakeholders communicated with.
- Input into the strategic direction of the campaigns and plans and make recommendations for improvement of the scheme and processes.
- Take personal responsibility for seeking innovative new ways to promote the product and communicate with supporters. Where relevant, assist with the development and creation of new products or introduce new channels to increase Guide Dogs fundraising potential.
- Undertake post campaign analysis, producing wrap up reports and making recommendations for campaign improvement.
- Manage suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost.
- Work directly with the Digital Team and/or the relevant agencies to ensure product specific delivery of campaign content, referring to

both the management of the digital delivery of your fundraising campaigns, and ensuring that digital content on the Guide Dogs website and product social media for your products is monitored for performance, updated for optimisation and fully compliant.

- Work with other Guide Dogs teams to ensure the smooth delivery of committed giving activity and to promote the team positively within the organisation.

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: Part of the Committed Giving team within Individual Giving, which delivers up to £46 million gross income for Guide Dogs and responsible for delivering individual campaign income targets as set out in the annual plans.

Assets Managed: None

Budget Accountability: Contributing to team expenditure budgets of up to £22 million and deliver up to £46 million gross income into Guide Dogs and contributing to the future income through the acquisition of new committed giving supporters into the charity for ongoing stewardship. This role shall be responsible for individual campaign budgets as set in the annual plan.

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- GCSE's in Maths and English at grades A - C or equivalent

Desirable

- Degree or equivalent
- Diploma in Fundraising and/or Marketing

Job-Related Experience

Essential

- Demonstrable experience in a direct marketing environment, delivering a variety of projects across a variety of channels simultaneously.
- Experience in managing project spend and working with a number of different internal teams.
- Experience of working with external suppliers.

Desirable

- Experience of working in the Charity sector.
- Experience in line management or coaching of a colleague.

Knowledge

Essential

- Proven understanding of direct marketing principles and techniques, and of briefing and interpreting analysis.

Desirable

- Knowledge of PCI, Data Protection Act, Gambling Act 2005, Charity Commission and Institute Of Fundraising Good Practice.

Skills and Competencies

Essential

- Proven organisational skills, able to maintain a number of projects simultaneously.

- Demonstrates excellent interpersonal and communication skills.
- Literacy, numeracy skills and experience of Microsoft Office, specifically Word, Excel and PowerPoint. Proven creative and analytical skills.
- Coaching experience.

Desirable

- Customer journey development.
- Supporter centric approach.
- Ability to think proactively and propose solutions to problems.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Single Gifts Campaign Officer

Vacancy Single Gifts Campaign Officer
Salary GBP £27,472 to £29,091 per annum
Job Type
Category Permanent- Full Time
Closing Date 28/07/2020
Date Posted 14/07/2020
Reference 0000037536
Location Central Office
Region South East

Job Profile

Job Title: Single Gifts Campaign Officer
Directorate: Fundraising
Reports To: Single Gifts Product Manager
Matrix Reporting To: None
Disclosure Check Level: None
Date created/last reviewed: 26/09/2019

Overall Role Purpose

The Single Gifts Campaign Officer helps people with sight loss to live the life they choose by managing the implementation of the Single Gifts (Cash Appeals and Raffle) campaign program across acquisition and supporter development, delivering on time and budget and maximising the number of responses and value. This includes collecting the content, copywriting and managing the production, producing wrap up reports and recommendations.

Key Responsibilities

- Manage the overall delivery of campaigns and retention activity, delivering on time, to budget and maximising response and value. Write briefs for creative, data, response handling and supporter care. Ensure the approval procedure is adhered to and all necessary stakeholders communicated with.

- Manage non-campaign specific projects as and when required, to time and on budget, including stewardship and retention activity.
- Input into the strategic direction of the campaigns and retention plans and make recommendations for improvement of the scheme and processes.
- Undertake post campaign analysis, producing wrap up reports and making recommendations for campaign improvement.
- Manage suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost.
- Work with the Online team to ensure product specific content is regularly updated and Digital elements are considered in all campaigns and projects.
- Work with other Guide Dogs teams to ensure the smooth delivery of activity and to promote the team positively within the organisation.
- To be responsible for managing individual project or campaign budgets, ensuring the financial processes and systems are adhered to, and to provide Single Gifts Product Manager and Campaign Manager with accurate income and expenditure information to influence strategic development, planning and forecasting.
- To contribute to the Individual Giving Department by assisting with the development and creation of new products to bring to market.
- Work with Single Gift Campaign Executive on selected projects, supporting their professional development.

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: Part of teams that deliver budgets of over £2.5million and over £5million gross income into Guide Dogs.

Responsible for individual campaign budgets as set in the annual plans.

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

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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.

Person Specification

Education/Qualifications

Essential

- Degree or equivalent.

Desirable

- Diploma in Fundraising and/or Marketing or equivalent experience.

Job-Related Experience

Essential

- Demonstrable experience in a direct marketing environment, delivering a variety of projects across a variety of channels simultaneously.
- Experience in managing project spend and working with a number of different internal teams.
- Experience of working with external suppliers.
- Experience of working in the Charity sector.
- Knowledge of legacy marketing.

Knowledge

Essential

- Proven understanding of direct marketing principles and techniques, and of briefing and interpreting analysis.
- Some knowledge of print and production.
- Up to date knowledge of PCI, Data Protection Act, Gambling Act 2005, Charity Commission and Institute Of Fundraising Good Practice.

Skills and Competencies

Essential

- Proven organisational skills, able to maintain a number of projects simultaneously.
- Demonstrates excellent interpersonal and communication skills.
- Literacy, numeracy skills and experience of Microsoft Office, specifically Word, Excel and PowerPoint.
- Proven creative and analytical skills.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £21,568 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 000003515

Location Bristol

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Carry out relevant assessment and appropriate matching of dogs and service users.
 - Design and implement individual dog and service user training plans to the required standard
 - Recognise how individual service user's requirements will adapt the provision of guide dog mobility services.
 - Recognise and escalate any dog care & welfare issues
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people
 - Complete associated administration in line with relevant policies
 - Work with service users, staff and volunteers to develop dog handling and welfare skills.
 - To match and train existing and potential guide dog owners with suitable dogs and aftercare service.
 - To develop interpersonal skills in preparation in working with service users, including both adults and children.
 - To develop into a competent and effective technical member of staff to fulfil the key accountabilities of the Guide Dog Mobility Instructor job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs service users, volunteers and staff.

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:

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- Promote the vision and values of the organisation
- Engage in continuous personal development

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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.

Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Evidence of coaching, teaching, mentoring, instructing or managing people.
- Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills and can identify problems and either manage or escalate them.
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Deals well with conflict.
- Is open and honest and can deal with emotional issues well.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people across all ages and abilities.
- Understanding of legislation relating to adults, children, young people and to disability.
- Knowledge of range of resources available to visually impaired people.
- Effective presentation skills.
- Understanding of safeguarding.
- Understands how their department fits in and contributes to Guide Dogs.
- Able to demonstrate experience of dog training/ handling.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £21,568 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 0000037516

Location Leeds

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Carry out relevant assessment and appropriate matching of dogs and service users.
 - Design and implement individual dog and service user training plans to the required standard
 - Recognise how individual service user's requirements will adapt the provision of guide dog mobility services.
 - Recognise and escalate any dog care & welfare issues
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people
 - Complete associated administration in line with relevant policies
 - Work with service users, staff and volunteers to develop dog handling and welfare skills.
 - To match and train existing and potential guide dog owners with suitable dogs and aftercare service.
 - To develop interpersonal skills in preparation in working with service users, including both adults and children.
 - To develop into a competent and effective technical member of staff to fulfil the key accountabilities of the Guide Dog Mobility Instructor job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs service users, volunteers and staff.

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Evidence of coaching, teaching, mentoring, instructing or managing people.
- Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills and can identify problems and either manage or escalate them.
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Deals well with conflict.
- Is open and honest and can deal with emotional issues well.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people across all ages and abilities.
- Understanding of legislation relating to adults, children, young people and to disability.
- Knowledge of range of resources available to visually impaired people.
- Effective presentation skills.
- Understanding of safeguarding.
- Understands how their department fits in and contributes to Guide Dogs.
- Able to demonstrate experience of dog training/ handling.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

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- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

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Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £25,673 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 0000037518

Location London

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Carry out relevant assessment and appropriate matching of dogs and service users.
 - Design and implement individual dog and service user training plans to the required standard
 - Recognise how individual service user's requirements will adapt the provision of guide dog mobility services.
 - Recognise and escalate any dog care & welfare issues
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people
 - Complete associated administration in line with relevant policies
 - Work with service users, staff and volunteers to develop dog handling and welfare skills.
 - To match and train existing and potential guide dog owners with suitable dogs and aftercare service.
 - To develop interpersonal skills in preparation in working with service users, including both adults and children.
 - To develop into a competent and effective technical member of staff to fulfil the key accountabilities of the Guide Dog Mobility Instructor job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs service users, volunteers and staff.

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Evidence of coaching, teaching, mentoring, instructing or managing people.
- Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills and can identify problems and either manage or escalate them.
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Deals well with conflict.
- Is open and honest and can deal with emotional issues well.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people across all ages and abilities.
- Understanding of legislation relating to adults, children, young people and to disability.
- Knowledge of range of resources available to visually impaired people.
- Effective presentation skills.
- Understanding of safeguarding.
- Understands how their department fits in and contributes to Guide Dogs.
- Able to demonstrate experience of dog training/ handling.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £21,568 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 0000037521

Location Maidstone

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Carry out relevant assessment and appropriate matching of dogs and service users.
 - Design and implement individual dog and service user training plans to the required standard
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 - Recognise and escalate any dog care & welfare issues
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people
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 - Work with service users, staff and volunteers to develop dog handling and welfare skills.
 - To match and train existing and potential guide dog owners with suitable dogs and aftercare service.
 - To develop interpersonal skills in preparation in working with service users, including both adults and children.
 - To develop into a competent and effective technical member of staff to fulfil the key accountabilities of the Guide Dog Mobility Instructor job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs service users, volunteers and staff.

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Evidence of coaching, teaching, mentoring, instructing or managing people.
- Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
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- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Deals well with conflict.
- Is open and honest and can deal with emotional issues well.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people across all ages and abilities.
- Understanding of legislation relating to adults, children, young people and to disability.
- Knowledge of range of resources available to visually impaired people.
- Effective presentation skills.
- Understanding of safeguarding.
- Understands how their department fits in and contributes to Guide Dogs.
- Able to demonstrate experience of dog training/ handling.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
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We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £21,568 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 0000037522

Location Newcastle

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
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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

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Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

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Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Trainee Guide Dog Mobility Instructor

Vacancy Trainee Guide Dog Mobility Instructor

Salary GBP £21,568 per annum

Job Type

Category Permanent- Full Time

Closing Date 02/08/2020

Date Posted 13/07/2020

Reference 0000037523

Location Reading

Region England

Job Profile

Job Title: Trainee GDMI

Directorate: Operations

Reports To: Service Delivery Manager / Head of Mobility Services

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 01/06/2018

Overall Role Purpose

The Trainee Guide Dog Mobility Instructor (tGDMI) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A tGDMI learns to supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner.

Key Responsibilities

- Attend and participate in assigned tGDMI training programme modules carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Carry out relevant assessment and appropriate matching of dogs and service users.
 - Design and implement individual dog and service user training plans to the required standard
 - Recognise how individual service user's requirements will adapt the provision of guide dog mobility services.
 - Recognise and escalate any dog care & welfare issues
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people
 - Complete associated administration in line with relevant policies
 - Work with service users, staff and volunteers to develop dog handling and welfare skills.
 - To match and train existing and potential guide dog owners with suitable dogs and aftercare service.
 - To develop interpersonal skills in preparation in working with service users, including both adults and children.
 - To develop into a competent and effective technical member of staff to fulfil the key accountabilities of the Guide Dog Mobility Instructor job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs service users, volunteers and staff.

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- 2 A-levels or equivalent qualifications or equivalent work experience.

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.

Job-Related Experience

Essential

- Previous experience working with adults and/or young people.
- Experience of teaching, coaching and mentoring.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Evidence of coaching, teaching, mentoring, instructing or managing people.
- Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills and can identify problems and either manage or escalate them.
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Deals well with conflict.
- Is open and honest and can deal with emotional issues well.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people across all ages and abilities.
- Understanding of legislation relating to adults, children, young people and to disability.
- Knowledge of range of resources available to visually impaired people.
- Effective presentation skills.
- Understanding of safeguarding.
- Understands how their department fits in and contributes to Guide Dogs.
- Able to demonstrate experience of dog training/ handling.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Orientation and Mobility Specialist

Vacancy	Orientation and Mobility Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	
Category	Permanent- Full Time
Closing Date	03/08/2020
Date Posted	20/07/2020
Reference	0000037540
Location	Home Based (Nominated Office)
Region	National

Job Profile

Job Title: Orientation and Mobility Specialist (OMSp)

Directorate: Operations

Reports To: SISS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Children

Date created/last reviewed: 17/03/2020

Overall Role Purpose

The Orientation and Mobility Specialist (OMSp) helps people with sight loss to live the life they choose by delivering 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.

Key Responsibilities

Delivery Plan

- 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.
- Support the whole region or other regions as necessary.

Personalisation

- Build on the information already gained from initial contact or referral information about a customer.
- Using a person-centred approach 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.

Assessment

- Assess the orientation and mobility needs, (including functional vision), capabilities, abilities and skills-gaps for customers seeking to improve their mobility.

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.

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) to support policies within the organisation.
- 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.
- Contribute to Fundraising initiatives and work with Legacy, Major Relationships, National and Regional Fundraising Departments to assist in generating income
- 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 line with Guide Dogs policies and procedures.

Supervision and Leadership

- Lead, inspire, train 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 and provide 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.
- 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).

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 to the role.

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.

Person Specification

Education/Qualifications

Essential

- Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.
- In addition, evidence of continued professional development to maintain current knowledge and experience within the field.

Desirable

- Qualified teacher of visual impairment with a recognised mobility qualification.
- Training in person-centred approach.

Job-Related Experience

Essential

- Has experience of working with people who are blind and partially sighted.
- Ability to liaise effectively with other professionals / agencies. Assessment and planning skills.
- Effective communication skills, verbal and written.
- Good organisational and administrative skills.

Desirable

- Has experience of working with people with complex needs. Has experience of working with volunteers.

Knowledge

Essential

- Has good working knowledge of Word, Excel and Outlook.

Skills and Competencies

Essential

- Can demonstrate the ability to build rapport with, and obtain information from clients using person centred planning.

- Has excellent people skills, including being able to provide emotional support and can successfully liaise and work with other professionals and volunteers.
- You will need to be an excellent problem solver.
- Has proven skills and approaches to work with people who have additional needs.
- Has good organisation and report writing skills and a commitment to Health & Safety at work.

Desirable

-

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Volunteer Boarder Coordinator

Vacancy	Volunteer Boarder Coordinator
Salary	GBP £23,941 to £24,893 per annum
Job Type	
Category	Permanent- Full Time
Closing Date	28/07/2020
Date Posted	21/07/2020
Reference	0000037542
Location	Redbridge
Region	England

Job Profile

Job Title: Volunteer Boarder Coordinator

Directorate: Operations

Reports To: Dog Care & Welfare Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 19/03/2020

Overall Role Purpose

To manage the volunteer boarding scheme at the Regional Centre ensuring the availability of sufficient volunteers to meet the need of the business throughout the year. Select and recruit volunteers to board dogs in training, dogs awaiting rehoming and dogs requiring convalescence care or health observation. Coordinate the training of new volunteers and further development of existing volunteers. Develop robust operating practices and procedures to support the long-term management of this group of volunteers and processes which support the daily coordination and management of the boarding scheme.

Key Responsibilities

- Coordinate Volunteer Dog Boarder manpower planning in conjunction with the Dog Care and Welfare Manager and CAS

Operations Manager at the Regional Centre. Manage and coordinate the placement of dogs with volunteers. This will involve ensuring that the volunteer resources needed to support boarding of adult dogs at the Regional Centre are identified with clear and achievable recruitment and training plans in place. Maintain accurate data and records relating to volunteer activity as well as dog movements.

- To support and engage with potential volunteers throughout the recruitment process, working in conjunction with the Volunteering Coordinator and in line with national recruitment standards.
- To coordinate and provide training and support to new and existing Volunteer Boarders. To work in conjunction with Dog Trainers and Dog Care Staff to monitor and support volunteers dog handling and dog husbandry skills and understanding to ensure standards of dog behaviour are maintained and identify any skills gaps or performance concerns coordinating further training as may be required.
- To recruit volunteers to support the ongoing management of the boarding scheme ensuring resources available to provide care for dogs requiring more specific handling or specific health care. Providing any development needs and ongoing support.
- To manage and coordinate a programme of ongoing engagement with Volunteer Boarders providing opportunities for reward and recognition.
- Share knowledge and expertise with staff and volunteers based at Community Teams to support them in managing local boarding schemes and to support the compliance of regional and national standardised ways of working.
- 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).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Up to 200

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 to the role.

Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Educated to GCSE grade C or above in Maths and English or equivalent.

Desirable

- People management qualifications

Job-Related Experience

Essential

- Sound written and numerical skills; gained through education, work or life experience.
- Previous experience of communicating and supporting volunteers. Experience of delivering high levels of customer service.
- Ability to work as part of a team and under own initiative.
- Experience in the management and motivation of volunteers, and in particular supporting volunteers who lead a team of volunteers.
- Experience of co-ordinating and/or managing volunteers or staff.
- Experience of working with people, supporting professional development and providing customer service.

Desirable

-

Knowledge

Essential

- Ideally you will have a basic understanding of dog handling.

Desirable

-

Skills and Competencies

Essential

- Ability to communicate effectively and tactfully both verbally and in writing.
- Ability to deal with people at all levels.
- Able to plan, prioritise and self-monitor own workload with limited support from line manager.
- Proven proficiency in Microsoft Word, Excel and Outlook.
- Demonstrable experience of working with a complex information database.

Desirable

- Confident in speaking to groups.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Qualified Habilitation Specialist

Vacancy	Qualified Habilitation Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Fixed Term Contract- Full Time
Closing Date	15/08/2020
Date Posted	23/07/2020
Reference	0000037543
Location	South East
Region	South East

Job Profile

Directorate: Operations

Reports To: Operations Manager- Skills, Information and Support

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Adults and Children

Date created / last reviewed: 01/05/2019

Overall Role Purpose

The Habilitation Specialist helps people with sight loss to live the life they choose by delivering specialist services that enable blind and partially-sighted children and young people to become more mobile and independent.

Key Responsibilities

- 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.
- Deliver specialist habilitation (mobility and independence) services which support the Guide Dog's strategic objectives and bring independence and freedom to blind and partially

sighted children and young people, across your region or nationally.

- 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.
- 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.
- To deliver habilitation awareness training to parents / carers and professionals.
- 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.
- 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.
- To write reports and keep records of Children & Young People progress during training in order to monitor service and identify further training needs.
- To liaise and make regular contact with other relevant statutory and voluntary agencies in order to support the development of habilitation skills.
- Lead, inspire and mentor trainee staff to achieve agreed objectives within available resources. Provide technical and direct line supervision to a few allocated habilitation specialists as required.
- 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 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.
- Plan ongoing reviews of Children & Young People progress in relation to work programme objectives.

- To maintain a healthy, safe and secure teaching and learning environment and to act in accordance with all relevant policies and procedures - Guide Dogs and partner agencies.
- Any other activities relevant to the role that will enable blind and partially sighted children and young people to become independent and mobile
- 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).

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

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Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Registration with Habilitation VI UK professional body. Able to demonstrate ability to meet the physical demands of the role. 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.
- Children & Young People First Aid certificate
- Habilitation and Disabilities of Sight Graduate Diploma - IOE.
- Rehabilitation Officer Diploma / Certificate with relevant Children & Young People experience
- Both Mobility Officer and Technical Officer Certificates with relevant Children & Young People experience.
- Nationally recognised qualification in habilitation training for children and young people with visual impairment
- Recent training related to either sensory impairment, Community Care practice, or working with children and families

Desirable

- Advanced Certificate in Education - Working with Children with Visual Impairment
- Qualified teacher of visual impairment with a recognised mobility qualification.

Job-Related Experience

Essential

- Experience of teaching mobility and independence skills to children and young people with a visual impairment in home, school and community settings
- Experience in sensory training
- Experience of carrying out access and environmental audits
- Experience of working with children with complex needs
- Experience of working with pre-school children

- Demonstrable post qualifying experience in statutory or voluntary sector

Desirable

- Experience of training or making presentations to groups

Knowledge

Essential

- Knowledge of range of resources available to Children & Young People with visual impairment.
- Knowledge of child development. In addition, evidence of continued professional development to maintain current knowledge and experience within the field.

Skills and Competencies

Essential

- Can evidence the ability to work safely with children and young people.
- Ability to work directly with children and young people and their parents / guardians to carry out effective habilitation programmes, including low vision training.
- Ability to liaise effectively with other professionals / agencies. Assessment and planning skills.
- Effective communication skills, verbal and written.
- Good organisational and administrative skills.

Desirable

- Understanding of legislation relating to children and to disability.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where

they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

Reliable. Self-reliant but will seek guidance appropriately. Ability to manage and prioritise a heavy workload. Positive approach to self-development. Handles problems calmly and sensitively. Ability to work as part of a team and individually. Integrity and confidentiality
Comfortable with dogs in the workplace / office.

****End of document**