



INTERNAL JOB VACANCIES

27th September 2019

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Working for Guide Dogs

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

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

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

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

Available roles

Role	Location	Closing date	
Volunteering Coordinator	Glasgow	02/10/2019	External
Access Assistant	London	02/10/2019	External
Habilitation Specialist	London	20/10/2019	External
Operations Support Coordinator	National Breeding Centre	06/10/2019	External
Operations Support Coordinator	Birmingham	06/10/2019	External
Orientation and Mobility Specialist	Liverpool	20/10/2019	External
Dog Care & Welfare Technician	Hull	03/10/2019	External
Dog Care & Welfare Technician	Sheffield	03/10/2019	External
Dog Care & Welfare Technician	Reading	07/10/2019	External
Head of Skills, Information & Support Services	London	29/09/2019	External
Marketing & Communications Manager	London	29/09/2019	External
Marketing & Communications Manager	Leeds	29/09/2019	External
Individual Giving Manager	Central Office	01/10/2019	External
Central Services Support Coordinator	Birmingham	29/09/2019	External
HR Coordinator	Central Office	01/10/2019	External
Guide Dog Mobility Instructor	Cardiff	02/10/2019	Internal
Chief Data Officer	Central Office	02/10/2019	External
Dog Care & Welfare Assistant	National Breeding Centre	02/10/2019	External

Engagement Officer	Midlands	09/10/2019	External
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[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: Guide Dog Mobility Instructor

Vacancy Guide Dog Mobility Instructor
Salary GBP £27,472 to £29,091 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date 02/10/2019
Date Posted 18/09/2019
Reference 0000033687
Location Cardiff
Region Wales

Job Title: Guide Dog Mobility Instructor

Directorate: Operations
Reports To: Service Delivery Manager
Matrix Reporting To: None
Disclosure Check Level: Enhanced
Date created/last reviewed: 09/05/2018

Overall Role Purpose

Deliver a specialist mobility service that enables 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. Where guide dog partnership is not the appropriate solution, to sign post to other services. Support both dog and client in existing and new partnerships by development to and through the matching process. Give provision of appropriate training through a staged mobility plan tailored to meet personal needs and aspirations in relation to guide dog mobility. Deliver and maintain an aftercare service for the duration of the working life of the partnership. Have a technical understanding of the needs of service users in relation to services available from Guide Dogs. The Guide Dog Mobility Instructors role is central to the delivery of the core Guide Dog service and represents the key professional on whom customers of the guide dog service depend

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 in order to ensure dogs are able to perform their guiding role within the required variety of circumstances. Assess and review the dogs temperament and behaviour to ensure dogs are able to perform their guiding role. Develop detailed knowledge of each dogs capabilities in order 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.
- 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:	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 in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation: Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.

Required Level of Education: Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.

Why is this required? -

Job-Related Experience

Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people.

Experience of working for a recognised organisation under 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

Other Job-Related Skills/Background

A sound knowledge of all aspects of the GDMI role is required in order 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

Skills and Competencies

Essential

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

Desirable

The minimum period required to attain proficiency is 37 months

Mobility Factors

Must be prepared and able to undertake some overnight stays away from home where required for customer training or support. Able to demonstrate ability to meet the physical demands of 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.

Our Values

At Guide Dogs, we aspire to be: -

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

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