# Job Profile

Job Title: Trainee Orientation and Mobility Specialist (TOMSp)

Directorate: Operations

Reports To: Operations Manager – SISS/Senior Orientation and Mobility Specialist

Matrix Reporting To: None

Disclosure Check Level: Enhanced, Adults

Date created/last reviewed: 23/03/2020

## Overall Role Purpose

The Trainee 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 Trainee OMSp will learn to provide specialist holistic assessment of customer needs that will improve their wellbeing.

You will learn the role while successfully completing all elements of the Rehabilitation Worker Apprenticeship Programme.

## Key Responsibilities

* Apprenticeship structured learning
	+ Attend, fully participate in and meet the course-work requirements of all assigned apprenticeship modules and assessment.
	+ Carry out independent and work based learning activities, required by both the Apprenticeship course provider and Guide Dogs.
* Workplace learning
	+ Plan and manage coursework commitments within the work environment and time.
	+ Using time effectively to arrange and organise work with people with a visual impairment that equally meets the needs of the mobility team and those of the apprenticeship course work.
* Independent learning
	+ Set aside time outside of the working day to plan, prioritise and undertake, independent academic learning activities.
* Performance and Behaviour
	+ Meet the standards and codes of conduct for all employees set by Guide Dogs policies and procedures.
	+ Actively contribute to regular supervision with Tutors and Line Manager to secure the skills, knowledge and experience required of the Rehabilitation Worker Apprenticeship programme.
* During your training programme (Rehabilitation Worker Apprenticeship) you will learn to undertake the duties below at the agreed levels of supervision, putting theory into practice and identify areas for review, follow up and that require further development:
	+ 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.
* Personalisation
	+ Build on the information already gained from initial contact or referral information about a customer.
	+ Using person-centred skills 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.
* Participate in team events and fundraising activities and to get to know Guide Dogs clients, volunteers and employees.
* 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

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

Evidence of level 2 English and maths. Qualifications such as GCSE at grade 4 or above at English Language (or equivalent e.g. GCSE grade C, key skills level 2, adult literacy level 2 or CSE grade 1 will be accepted). Level 3 qualifications and an NVQ, diploma or A-level of two D’s or higher or, evidence that you are able to study at level 4 on the FdSc. Please visit the BCU website for more information.

#### Desirable

* First Degree in an associated field (Psychology/Social Sciences)
* Level 5, Foundation Degree or in an associated field (Psychology/Social Sciences)
* Recent training related to either sensory impairment or, Community Care practice
* First aid certificate
* Mature applicants without formal qualifications must demonstrate personal or professional experience of any of the caring professions and the ability to study at Foundation Degree level.

## Job-Related Experience

#### Essential

* Current, (within the last 3 years) relevant, significant and verifiable experience of working with adults and their families in a teaching, teaching support or training role.
* Has worked as part of a team delivering services to adults.

**Desirable**

* Experience of working with adults with visual impairment and/or complex needs.
* Experience of delivering staff training or making presentations to groups.
* Has identified challenges and issues faced by people who are blind and partially sighted and implements and reinforces formal interventions / support programs.
* Understanding of legislation which supports and protects vulnerable adults and their disability. Including the certification and Registration process

## Knowledge

#### Essential

* Good working knowledge of Microsoft Office, particularly Word, Excel and Outlook.

#### Desirable

* Knowledge of range of resources available to visually impaired people
* Knowledge and developing understanding of external pathways to strengthen referrals and delivery of multi-agency services.
* A demonstrable knowledge of the different stages of the mobility journey and acceptance to sight loss and impact to adjust.
* Demonstrates knowledge and understanding of external organisations who can support adults with sight loss.
* Has working knowledge of Braille.

## Skills and Competencies

#### Essential

* An excellent communicator in English and Welsh speaker where necessary
* A proven ability to establish effective working relationships with a variety of people.
* Effective communication skills, verbal and written.
* Good organisational and administrative skills and can identify problems and either manage or escalate them.
* Supports their team and colleagues, and is a conscientious, trustworthy and considerate colleague.
* Is open and honest and can deal with emotional issues well.
* Is respectful of others, tolerant and open-minded.
* Deals well with conflict.
* Is committed to good quality and service, and service improvements, and is focused on providing a good service both internally and externally
* Can demonstrate a flexible approach to work.
* Excellent verbal and written communication skills.
* Can demonstrate a logical approach to decision making.
* Takes responsibility for their own performance and development.
* Can manage their own workload and able to prioritise effectively to meet deadlines.

#### Desirable

* Understanding of legislation relating to adults, safeguarding and to disability.
* Knowledge of range of resources available to visually impaired people.
* Effective presentation skills.
* Understands how their department fits in and contributes to Guide Dogs.

## 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.