# Job Profile

Job Title: Vision Rehabilitation Specialist (VRS)

Directorate: Operations

Reports To: Operations Manager - Skills, Information and Support Services (SISS)

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Adults

Date created/last reviewed: February 2023

## Overall Role Purpose

The Vision Rehabilitation Specialist (VRS) are professionals who are trained to support visually impaired adults, enabling, and empowering them to live the life they choose. They support individuals to develop and maintain the independence and confidence they need to progress in the home, at work, socially and help them to adjust to new situations.

Through personalisation, the VRS work directly with individuals to holistically assess their needs and develop and deliver a bespoke programme of training in skills, wellbeing and coping strategies to empower people to live independently.

## Key Responsibilities

Delivery Plan

* Together with the client co-produce an action plan which is tailored to meet individual clients needs and goals to enable progress on their individual Guide Dogs journey and maximise their independence.
* Plan on-going reviews of client progress in terms of the extent to which their desired outcomes have been achieved.
* Input and maintain Guide Dogs’ client 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 client.
* Use a person-centred approach to organise around the client.
* Identify ambitions and challenges facing each client and their families.
* Together with the client, 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 clients seeking to improve their mobility.
* Assess and identify the broader needs and skills gaps of the person to improve their general independence and wellbeing and signpost where necessary.

Client Training

* Deliver a staged training plan (Agreed Training Programme) in line with the specific needs and capabilities related to the customers desired outcomes. Provide information to clients on alternative services and equipment available, as such needs arise.
* Be confident in advising the client on appropriate technologies to support independence and integrate technology into service delivery.

Review

* Regularly review, evaluate and agree client skills progress and outcomes throughout training and adapt and update as required to ensure outcomes are achieved.
* Work closely with other Guide Dog departments (e.g. CAS, safeguarding etc) 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 training to a safe and competent standard.
* Use technical knowledge and experience working alongside the Technical Training department 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.
* Invest in giving and receiving peer-to-peer support, including attending national, regional and local peer support opportunities.

## 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. 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 Work (Visual Impairment) or equivalent international qualification.
* In addition, evidence of continued professional development to maintain current knowledge and experience within the field.
* Able to meet the travel requirements of the role. This may be through holding a valid full UK driving licence or alternative arrangements such as Access to Work support or public transport, if suitable for the role location.
* Able to undertake physical demands of the role, including walking long distances daily for extended periods of time, in all weather conditions. Be able to handle equipment and specialist resource required for the role.

#### Desirable

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

## Job-Related Experience

#### Essential

* Proven post qualification experience of working with people who are blind and partially sighted.
* Proven experience of liaising effectively with other professionals / agencies.
* Has proven skills and approaches to work with people who have additional needs.

#### Desirable

* Proven experience of working with people with complex needs.
* Demonstrable experience of working with volunteers.

## Knowledge

#### Essential

* Instructional techniques. Orientation and mobility assessment and training.
* Low vision assessment and training.
* Additional disabilities.
* Demonstrable knowledge of range of resources and equipment available to visually impaired people
* Demonstrable understanding of the roles of other agencies and service providers and external pathways to strengthen referrals and delivery of multi-agency services.
* Demonstrable knowledge of Health & Safety at work regulations.
* Can evidence a thorough understanding of the Rehabilitation profession and interest and motivation to develop it.
* Demonstrable understanding of legislation which supports and protects vulnerable adults and their disability. Including the certification and Registration process.
* Demonstrable knowledge of the different stages of acceptance to sight loss and impact to adjust.

####  Desirable

* Knowledge and awareness of various types of technology that can support independence and wellbeing.
* Proven skills and qualifications to support people with dual sensory loss.

## Skills and Competencies

#### Essential

* Good organisational and administrative skills and competent in using Microsoft Word, Excel and Outlook.
* Proven ability to establish effective working relationships with a variety of people using Person-Centred Planning.
* Effective communication skills, verbal and written in English (and Welsh speaker where necessary).
* Supports their team and colleagues, and is a conscientious, trustworthy and considerate colleague.
* 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.
* Can demonstrate a logical approach to decision making, assessments and planning skills.
* Ability to build rapport with and obtain information from clients using person centred planning.
* Has excellent people skills and can successfully liaise and work with other professionals, volunteers and can identify appropriate referral pathways.
* Excellent problem solver and deals well with conflict.
* Takes responsibility for own performance and development.
* Can manage own workload and able to prioritise effectively to meet deadlines
* Has good organisation and report writing skills and a commitment to Health & Safety at work.

## 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 Group (internal use only)

This role has been evaluated as a Specialist Professional, please follow this [link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ETDrr9U4YzdHsA3S7CHSc9EBZy3LbOI0ioxx7UHaXzT37w?e=e08sNy) to view the salary band.