# Job Profile

Job Title: Access Assistant

Directorate: As required

Reports To: To be specified on an individual basis (not the individual being supported)

Matrix Reporting To: None

Disclosure Check Level: Dependent of nature of role

Date created/last reviewed: June 2023

## Overall Role Purpose

An Access Assistant helps people with sight loss to live the life they choose by working as a driver and support worker to enable the person supported to carry out their duties efficiently and effectively. An Access Assistant does not fulfil the role for the individual but enables the person supported to carry out their role by supporting tasks to enable them to be successful in their role.

## Key Responsibilities

Specific requirements and responsibilities will vary and will be individually detailed in the recruitment pack; however, they will include tasks such as the following:

* To drive the person supported in order that they may fulfil the requirements of travel in their role.
* To provide sighted assistance to the person supported, including orientation and sighted guiding in unfamiliar environments, or other assistance as required.
* To note take and read documentation to the person supported as required and handle information in a sensitive manner and maintain confidentiality applying the data protection act where necessary.
* To assist with basic data input on Microsoft Office including Excel and Word, maintain Outlook calendar and maintain accurate and confidential records.
* To locate information from a variety of sources, including the intranet, print and internal Guide Dog systems.

## 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

* If driving is specified as a key responsibility in the recruitment pack, a full UK driving licence.

## Job-Related Experience

#### Essential

* Evidence of dealing with confidential issues sensitively and with total integrity.
* Positive, team player, flexible and thorough in ways of working
* Proven ability to use initiative and able to work effectively under pressure
* Good interpersonal skills are essential as the role will require a close working relationship with the person being supported.

#### Desirable

* Experience of working within a similar role
* Experience of supporting people with disabilities, in a work or voluntary capacity.

## Knowledge

#### Essential

* Computer literate with a good knowledge of all Microsoft Office packages

Desirable

Understanding, an experience of, providing a service or support with a person-centred approach.

## Skills and Competencies

#### Essential

* Excellent listening and communication skills particularly verbal.
* Proven, demonstratable ability to take a person-centred approach, build trust and work in a close one to one working relationship.
* Functional level of English and Maths to enable fulfilment of role requirements such as notetaking.
* Excellent planning and organisation skills.
* Self-motivated and able to work on own initiative.
* Effective time management skills.

Desirable

* **Awareness** of sighted guiding techniques.

## 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.

Able to travel to sites as required. Has a flexible approach to working hours.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please follow this link to view the [salary band](https://guidedogs.sharepoint.com/%3Aw%3A/g/ES_hkP-6mT5HkPIdVSJhjgABX0S79-IXzzo3zaTw2LoCXg?e=rZFcXA).