

**POSITION DESCRIPTION**

**TITLE: CERTIFIED ORIENTATION & MOBILITY SPECIALIST**

**DIVISION: COMMUNITY SERVICES**

**APPROVED BY EXECUTIVE MANAGER, OPERATIONS – DEC 2022**

**MAIN PURPOSE**

The key purpose of this position is to provide effective and empowering orientation and mobility programs to people with a vision impairment that meet the needs of the individual and comply with See Differently, Orientation and Mobility Association of Australasia (OMAA) and relevant standards of care.

**PRINCIPAL ACCOUNTABILITIES**

* Delivery of community based independent living services to people who are blind or vision impaired, by performing individualised assessments, preparing client support plans, and providing an appropriate range of vision rehabilitation aids and services.
* As a member of a multidisciplinary team, in consultation with clients undertake assessments to determine individual capabilities and apply professional expertise to maximise independence and quality of life.
* Promote and represent See Differently regarding O&M issues with relevant forums and networks.

**Duties**

* Support a direct client service caseload as needed across all See Differently Northern sites.
* Perform functional and holistic needs assessments in regard to daily living skills and implement appropriate rehabilitation and maintenance programs in accordance with the clients’ needs and goals.
* Work closely with the Lead Orientation and Mobility Specialist to achieve key performance indicators (KPI’s), contribute to the development and delivery of funded and fee for service interventions.
* Ensure client centred programs are designed to empower clients to maximise their independence, choice, and control. Liaise, consult and advocate; ensuring clients receive coordinated and integrated services.
* Provide clients, families and their networks with information and independent living training, including the use of appropriate low vision aids, daily living skills, and assistance with adapting their home environment.
* Establish and work collaboratively with other health and community care providers to ensure continuity of care for clients. Liaise, consult and advocate; ensuring clients receive coordinated and integrated services.
* Provide consultancy, training, and information regarding vision loss, to other service providers, community agencies, carers, and volunteer groups.
* Ensure quality client records are gathered and maintained, and data is collected to assess and monitor the effectiveness and adequacy of services to meet necessary service agreement obligations.
* Undertake Continuous Improvement practices to improve internal and external policies, practices, and services.
* To develop and provide specialist education and training programs in selected areas of orientation and mobility, such as sighted guide, orientation techniques, implications of vision loss for staff, volunteers and students as required.
* In conjunction with other members of the Community Services team and wider Client Services Team, identify and target networking opportunities aimed at increasing the See Differently’s referral base.
* To contribute to activities, research and projects aimed at continually improving and developing See Differently services.
* To participate in formal and informal performance appraisals.
* To prepare for and actively participate in all relevant meetings and working groups.
* To develop strong networks with other Mobility Specialists within South Australia, interstate and internationally.
* To keep up to date with new developments in related areas such as Orientation and Mobility, Assessment Procedures, Service Delivery, Vision and Vision Loss, Ageing, Child and Youth Services and Disability.
* Undertake intrastate trips as directed by the Therapy and Independent Living Team Manager.

**Clinical Governance**

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

* Prioritise the provision of safe, quality support and services to clients every time.
* Provide support and services in accordance with evidence-based policies, procedures, protocols and standards.
* Engage in ongoing learning, development and performance reviews to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
* Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.
* Work to improve the quality and safety of clinical support, participate in improvement activities and contribute to a culture of respect, safety, transparency, accountability, teamwork and collaboration.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with See Differently’s Human Resource (HR) policies and procedures, including (but not limited to), See Differently Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of See Differently quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of See Differently and the Privacy Act when accessing client details.
* Undertake other duties as required by your Executive Manager.

**Work Health and Safety**

* Ensure you are aware of and comply with all work, health and safety policies of the organisation relevant to your role.
* Report hazards in the workplace to your manager / coordinator and to make recommendations to management on how to reduce the level of risk.
* Avoiding adversely affecting your own health, safety and welfare or the health, safety, and welfare of any other person through any act or omission at work, or by the consumption of alcohol or drugs.
* Making proper use of available safety procedures, safety devices and personal protective equipment.
* Obey any reasonable instruction from your manager / coordinator aimed at protecting your health and safety whilst at work and carry out your roles and responsibilities as detailed in the relevant health and safety policies and procedures.
* Report all incidents and near misses to your manager / coordinator as soon as possible after the event, either in person or by telephone before submitting an incident report.

**PERSON SPECIFICATION**

### Essential Criteria

* Orientation and Mobility Association Australasia (OMAA) recognised qualification in Orientation and Mobility.
* Knowledge and experience in working with children, adults and older adults.
* Proven experience in the development and provision of holistic, individualised, client centred orientation and mobility programs in an effective, efficient, and timely manner.
* Demonstrated understanding of client eligibility criteria for different sources of funding (Commonwealth Home Support Program (CHSP), National Disability Insurance Scheme – NDIS, Home Care Package (HCP)).
* Demonstrated commitment to principles of enhancing independence and client empowerment, choice, and control.
* Knowledge of relevant disability legislation, duty of care and access rights.
* Ability to work collaboratively with multiple stakeholders, including health professionals, case managers, family members, carers, and other internal service providers.
* Good organisational, planning, and prioritising skills, including the ability to work both independently and as part of a team.
* Well-developed client service skills and a commitment to providing quality service and implementing continuous improvement.
* Proven commitment to maintaining professional skills and knowledge.
* Ability to effectively manage dynamic workloads, plan, work and establish priorities effectively.
* Sound computer skills, in particular Microsoft Office suite and Client Recording Software.
* Department of Human Services (DHS) screenings including, Aged Care sector, Working with Children and NDIS screening.
* Strong interest in providing a high quality, innovative and relevant service to people who have a vision impairment coupled with a sincere understanding of the impact of vision loss on the individual’s daily life.
* Sound and up-to-date knowledge of vision loss and the functional implications of vision impairment including eye conditions and treatments.
* Strong understanding of the impact of other physical, emotional, mental, neurological, and sensory difficulties on the individual’s independence and choice.
* Excellent written and verbal communication and interpersonal skills.
* Good judgement and the ability to apply appropriate boundaries to professional relationships.
* Proven team worker with the capacity to work effectively within a multi-disciplinary team.
* A current Driver’s Licence.

**Desirable Criteria**

* Previous experience in Disability, Aged, NDIS or Community Services sectors.
* Experience working with people from culturally and linguistically diverse backgrounds.
* Experience with neurological assessments and service provision.

# SPECIAL CONDITIONS

* Occasional country travel will be required.
* Occasional weekend or after-hours work will be required.

**KEY PERFORMANCE INDICATORS:**

* Services are successfully delivered and matched to client needs.
* Services to clients are being delivered as per their Support Plan and client choice and control principles.
* Clients, carers, and families are well informed of internal and external services available.
* Internal and external networks are established and maintained.
* Contribute to the development and delivery of services as directed by the Lead O&M/Manager.
* Full compliance in recording all information relating to client records.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**