Guide Dogs.

Position Description

Position Title: Vision Services Practitioner
Department: Impact
Reports to Position: Vision Services Senior Practitioner or Discipline Lead
Direct Reports: Nil
Award: Health Professionals and Support Services Award 2020

NDIS/Blue Card Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No
Delivery of support/services to clients ☒ Yes ☐ No
More than incidental contact with clients ☒ Yes ☐ No
Work in settings, outside of GDQ, while children are present ☒ Yes ☐ No

Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

Position Overview

This role works collaboratively within an integrated service model to provide a range of supports for people living with vision impairment or blindness, helping them adapt to vision loss and achieve a fulfilling life.

Essential Functions and Responsibilities

Clinical Governance

- Responsible for quality and safety of clinical practice in accordance with professional guidelines and GDQ expectations.
- Responsible for compliance with all relevant external standards and frameworks with respect to own work.
- Compliance with all internal quality and ethical standards, such as the GDQ Code of Conduct.

Clinical service development and delivery

- Deliver services in accordance with the annual plan and strategy.
- Provide support to graduate team members.
- Contribute to the development of new services and continuous improvement of current services within the discipline.

Strategy and planning

- Contribute to team strategy development in support of the Discipline Lead.
- Execute services in accordance with strategy.
- Identify and escalate challenges and risks associated with strategic goals.

Leadership

- When staff are deemed ready and fulfil supervisor criteria as determined by discipline practice board, may provide clinical supervision to students.

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Stakeholder engagement

- Generate referrals through relevant stakeholder engagement (local and regional scope).
- Support collaboration with local and regional support groups.
- Support participation at public events such as expos.

Cross-functional collaboration

- Occasional cross-functional collaboration with some departments of GDQ.

Budget creation and management

- Management of budget only if relevant to specific project in their care (e.g., grant funded program).

Education and training

- Fulfil discipline specific CPD obligations.
- Remain vigilant to advances and changes in their field in accordance with national practice guidelines.

Measurement, evaluation and reporting

- Provide reports that promote transparency and high performance within the discipline.

Productivity

- Achieve agreed-upon and realistic organisational utilisation targets in partnership with the relevant Discipline Lead.

Research

- Support research undertaken within the team.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

- The role may involve supervision of students

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Current unrestricted and unconditional registration for the relevant discipline, with the Australian Health Practitioner Regulation Agency or relevant professional registration board.
- Ability to provide clinical supervision to provisional clinical staff on placement.
- Current Open Drivers Licence.
- A high level of integrity and strong work ethic including critical thinking, planning and sound time management skills.
- High degree of emotional intelligence, including skills in active listening, empathy, problem solving and conflict resolution.
- Highly effective written and verbal communication and interpersonal skills including working with people who have limited communication ability and capacity to build rapport and negotiate with a wide range of people from varied backgrounds.
- Operating competency in Microsoft Office products and other software.
- Demonstrated ability to be outcome focused and flexible to changing circumstances and work priorities.
- The ability to provide constructive feedback and appropriate supervision of students as required.
- Sound judgement and the ability to apply appropriate boundaries to professional relationships.
- Passion for improving the lives of people with vision loss and educating the broader community about how to be more inclusive.
- First Aid qualification and current immunisation status as required by GDQ.

Desirable

- Appropriate length of tenure commensurate with the accountability of the role
- Experience in the delivery of services in community.
- Experience working with people with low or no vision.

Working Conditions and Environment

The position requires a capacity to maintain a high level of professional boundaries

and manage emotional distress when dealing with difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with clients or staff that may have unreasonable requests or demands.

The position is a mix of clerical activities with time spent at a desk and operating computer equipment; and working with people in residential and community settings, including travel. The position involves regular travel within Queensland. Some out of hours and weekend work is also required.

Document Control

Version number: 1.0

Issue Date: April 2026

Document Authoriser: Manager - People Services, Quality and Safety