



Position description

Title of the role:	Support Worker
Classification:	SCHADS - Schedule B - Level 2
Program Area:	Consumer Directed Services
Reports to:	Program Coordinator
Location:	NSW
Last Revised:	Feb 2025

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the National Disability Insurance Scheme (NDIS) services, Life Time Care, My Aged Care services & Community Care. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

Wellways currently provides the following Support Categories as a registered provider:

- Assistance with Daily Life
- Transport
- Assistance with Social & Community Participation
- Coordination of Supports
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

As a CDS Support Worker, you will be responsible for providing Wellways support services to ensure participants are supported to live a fulfilling and meaningful life in the community.

This position will be working across Wellways teams and with various external stakeholders which include the NDIA, other disability service providers, families, and health professionals within the circle of participants.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Support Providing direct support to participants	The Support Worker will be expected to provide individual support to participants to meet their goals identified under their NDIS plan, including: <ul style="list-style-type: none"> • Engaging participants in developing professional and trusting relationships • Enabling participants to exercise choice and control in their lives • Working with stakeholders for best participant outcomes • Delivering services to participants that are approved and signed off by the participant • Reporting all relevant information or concerns to the CDS Coordinator as required.
Team Effectiveness Working as part of the wider regional CDS team to provide exceptional service and delivery of service to participants	<ul style="list-style-type: none"> • Working closely with the wider CDS teams to ensure clear communication and collaboration for service delivery effectiveness • Promoting a culture of cohesion and collaboration across CDS business and encouraging connections between staff from different programs • Participating in team meetings as well as individual supervision and staff development activities • Working collaboratively with Clinical Care Consultant and APO representative

<p>Maintain Quality</p> <p>Maintain a high level of program quality and drive continuous improvement</p>	<ul style="list-style-type: none"> • Ensuring you are working within relevant legislative and/ or registration requirements, e.g.: the NDIS Quality and Safeguards Commission • Maintaining participant care quality, risk assessment and safety planning • Understanding of restrictive practice and positive behavioural support plans • Assisting in the delivery of the behaviour management strategies for participants with challenging behaviours involved in the programs • Ensuring CDS operations in line with relevant Wellways policies and procedures • Reporting all incidents and complaints in line with registration requirements and Wellways policies and procedures and within specified time frames • Maintaining safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation
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	<p>Maintaining all relevant registrations and attain any required training</p> <ul style="list-style-type: none"> • Actively engaging in processes of reflection, supervision, and training
<p>Organisational Alignment Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks</p>	<ul style="list-style-type: none"> • Using established organisational systems and processes in line with Wellways policies and procedures • Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Fostering effective communication and maintaining positive relationships with internal and external stakeholders • Engaging in ongoing consultation and collaboration with participants, their families and friends • Establishing and maintaining effective relationships with other organisations to ensure effective service delivery

Essential Requirements, Knowledge, Experience and Skills

Qualifications& Essential Requirements	<ul style="list-style-type: none"> • Certificate III or IV in Mental Health, Disability, or Home and Community Care (an advantage but not mandatory) • Current valid Driver's License • Current Motor Vehicle Insurance and Registration • Current Working with Children Check • Satisfactory Police Records Check • Right to Work within Australia • Proof of identity • 100 points of identification • NDIS Worker Screening clearance • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: https://www.ndiscommission.gov.au/workers/support-for-workers/training-course • Physically capable to deliver personal care to participants
Technical Knowledge and Experience	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience and skills in working with people living with a disability or mental illness • An ability to work with culturally and linguistically diverse communities and individuals particularly the local indigenous community • Commitment to best practice • Demonstrated ability to operate in a way that ensures maximum participation of participants • Prior experience working within a community-based organisation • Fluency in other languages advantageous

Skills	<p>Physical Capability</p> <ul style="list-style-type: none"> • The ability to provide lifting, turning, and transferring of clients • The ability to provide personal care sensitively and professionally such as bathing, showering, pressure and dressing care <p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Ability to manage follow through with participant sign off and collection of rosters <p>Self-Management</p> <ul style="list-style-type: none"> • Motivated, innovative, and able to work independently • Understanding of a changing work environment requiring timely and appropriate response to participant needs
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Changes where appropriate will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

The program worker will be required on occasion to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate.

On Call: n/a

Special Requirements: Adhere to flexible rostering arrangements

Wellways Organisational Chart

