

Position description

Title of the role:	Support Worker – SIL House
Classification:	Level 2 (Schedule B)
Program Area:	National Disability Insurance Scheme (NDIS)
Location:	Ballarat - Western Victoria
Reports to:	Team Leader
Last Revised:	March 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
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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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 services and advocacy programs:

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

Program Summary:

Within the Western Victoria region Wellways offers National Disability Insurance Scheme (NDIS) disability support services as well as Direct Care within our SIL house/s. The Support Worker position is responsible for the delivery of individualised support delivery for participant/s of the SIL House/s.

The position at times will require support worker to work as part of a team to implement and maintain capacity building activities around Positive Behaviour Management Plans, Acute Mental Health Treatment Plans, Allied health treatment plans in conjunction with the personalised Care and Risk plans for the individual.

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

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

Position Summary:

The Support worker SIL House will work within the service systems of the Department of Health & Human Services, NDIA and other relevant stakeholders to provide support services to the individual/s living in the SIL house. This may involve working collaboratively with other members of the care team to deliver person centred care.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Support Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards to deliver NDIA services.</p>	<ul style="list-style-type: none"> The Support Worker will be expected to provide individual support items to participants to meet their goals identified under their NDIA plan <p>Support Categories include</p> <ul style="list-style-type: none"> Assistance with Daily Life Transport Assistance with Social & Community Participation Domestic assistance Meal preparation Personal care Shopping assistance Personal Hygiene <ul style="list-style-type: none"> Work within the framework of the NDIS Quality & Safeguards Commission Code of Conduct Engage participants in developing professional and trusting relationships Work within guidelines of support as per NDIA items and plans Report all relevant information or concerns to the Team Leader as required Work as part of a team to appropriately implement Behaviour Support Plans Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, legislation and organisational practices
<p>Team Effectiveness Working as part of the team to provide exceptional service deliver to participants</p>	<ul style="list-style-type: none"> Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support. Cooperation with all team members in order to ensure continuity of care and the provision of an exceptional service offer.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none">• Certificate Level 3 or 4 Mental Health, Disability, Aged Care or Home and Community Care, either completed or currently enrolled• NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement• Current valid Driver's License• Current Motor Vehicle Insurance• Working with Children Check Card• NDIS Worker Screening Check• Satisfactory Police Records Check• Right to Work within Australia• Physically capable to deliver personal care to participants if required
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 health issues• An ability to work with culturally and linguistically diverse communities and individuals, particularly with indigenous communities• 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

Skills	<p>Physical Capability</p> <ul style="list-style-type: none">• The ability to provide lifting, turning and transferring of clients• The ability to sensitively and professionally provide personnel care 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 clearly communicate your availability in a timely manner• Able to work according to participant support plans and schedule <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. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	n/a
Travel Percentage:	The program worker will be required to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate.
On Call:	Casual position which required accepting shifts at short notice.
Special requirements:	Adhere to special rostering requirements.

