



Position description

Title of the role:	Support Worker
Classification:	SCHADS Award Level 2
Schedule:	Schedule B
Program Area:	Consumer Directed Services (CDS)
Location:	Melbourne / Gippsland
Reports to:	CDS Coordinator
Last Revised:	April 2026

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 with mental health issues, disabilities, youth and older Australians and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care 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 Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways' Community Recovery Model 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

Wellways offers carer support services, homeless outreach and registered services through the National Disability Insurance Scheme (NDIS). The Disabilities Support Worker position is responsible for the delivery of services purchased through the National Disability Insurance Agency (NDIA).

The Support Worker will be expected to provide individual support to participants to meet their goals identified under the participants' NDIA plan including the Support Categories that Wellways currently provides as a registered provider with the NDIS.

Duties include, and are not limited to:

- Assistance with daily living, domestic activities, social and community Participation and transportation
- Support with care tasks; including showering, toileting, assistance with medication, as required
- Coordination of Supports
- Encourage improved living arrangements, building and maintaining relationships, and health and wellbeing
- Work and study support
- Completion of all documentation per program requirements
- Follow any reasonable requests as directed by management

The appointee will travel to various locations to deliver services. The role will undertake various support item delivery in accordance with the participant's NDIS plan. The appointee will work within the service systems of the Department of Health & Human Services, NDIA and other relevant stakeholders.

It is the responsibility of all employees to ensure they read and respond to all emails; phone messages and calls from Management and the rostering team. This includes informing their manager of any roster changes or pending leave, which will need to be approved prior to leave being taken.

It is a requirement of the role to undertake regular supervision. Staff will need to be available for supervision as requested by management.

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 • Support Categories include <ul style="list-style-type: none"> • Assistance with Daily Life • Transport • Assistance with Social & Community Participation • 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 • Personal Grooming • Engage participants in developing professional and trusting relationships • Completion of all required paperwork as directed by the individual program including but not limited to: case notes, incident reports, medication and behavioural charts, incident reporting • Work within guidelines of support as per NDIA items and plans • All services delivered to participants are to be approved by sign off by the participant • Report all relevant information or concerns to the NDIS Coordinator as required • Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, and organisational environmental sustainability/friendly 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 based on 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. • Actively communicates and responds timely to requests from Management, rostering and oncall afterhours services • Other reasonable duties as requested by manager

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Certificate Level 3 or 4 Mental Health, Disability, Aged Care or Home and Community Care (desirable) • Current valid Driver’s License • Current Motor Vehicle Insurance • Current Working with Children Check • Satisfactory National Police Records Check • Right to Work within Australia • Proof of identity • NDIS Worker Screening clearance • NDIS Worker Orientation Module Certificate • Physically capable to deliver personal care to participants
<p>Technical Knowledge and Experience</p>	<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
<p>Skills</p>	<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 personal care such as bathing, toileting, 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

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: 0

Travel Percentage: 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

