

Position Description

Title of the role:	Support Worker
Classification:	SCHADS Level 2
Schedule:	Schedule B
Program Area:	Consumer Directed Services (CDS)
Location:	NSW
Reports to:	CDS Coordinator / CDS Team Leader
Last Revised:	August 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 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 (consumer and carer)
- Are underpinned by evidence-based best practice

Position Summary

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

At Wellways, Consumer Directed Services (CDS) are services which are led and funded at the individual consumer level. In this context, the consumer is empowered to direct their supports in a way which meets their individual needs and aspirations, within defined parameters such as a budget and menu of available supports. Initiatives such as the National Disability Insurance Scheme (NDIS), the Lifetime Care and Support Scheme, and private fee-paying arrangements create the environment in which these services are delivered.

Support Workers are the front line of our Consumer Directed Services, providing consumers with the personalised, evidence-based supports that assist consumers to meet their individual needs and achieve their aspirations. Accordingly, Support Workers deliver a wide range of supports from personal care, to support to access the community, to 1:1 skill development and more.

Drawing upon their professional training, skills and experience, Support Workers provide consumers with support in line with documented Care Plans, Risk Assessments and any applicable Behaviour Support Plans. Where required, Support Workers receive training tailored to supporting individual participants. Supports are provided within Wellways' Well Together model of care, a contemporary model of disability care that sees social inclusion interventions as equally important to counter the disabling impact of marginalisation, discrimination and loss of human rights. In addition, Support Workers are guided by Wellways' practice principles.

An essential element of the Support Worker role is that Support Workers actively contribute to the continuous improvement of care provided to consumers. Support Workers document supports provided, identifying successes and challenges, report incidents and actions taken, contribute to, and participate in team-based care and participate in reflective practice.

Responsibilities

Key Functions	Key Performance Indicators
Support Provide individualised support to participants, working within the framework of organisational policy and procedure, applicable legislation and accreditation standards.	• Engage participants and develop professional and trusting relationships • Where required, contribute to the review and development of care and risk plans, reflecting upon individual goals, aspirations and capabilities • In the context of each participant’s care and risk plan, provide individualised support to participants, drawing upon training, skills and experience (note: in some instances, client specific training is required, for instance with catheter and bowel care); ○ Support clients to participate in age appropriate activities and tasks including in home support, community access and employment ○ Support clients to access activities and outings in the community ○ Provide assistance with personal care, including but not limited to eating, bathing, dressing, grooming, transferring, toileting and mobility ○ In accordance with the Medication Policy, support participants with medication ○ Provide 1:1 or small group training and support in response to individual client needs ○ Provide transport support • Implement behaviour support plans • Where the use of restrictive practice has been authorised, implement practices strictly in line with accompanying behaviour support plans • Notate work performed in client files or the Carelink mobile app • Monitor the safety and well-being of clients and report any concerns, issues or incidents arising during care delivery to the relevant CDS Coordinator/Team Leader • Complete incident reports as required • Obtain evidence of support provided by facilitating participant sign off on Carelink mobile or paper timesheets • Take responsibility for the maintenance of a safe and healthy working environment by following work health and safety policies and procedures, including location specific training • Contribute to the continuity of care of participants by participating in effective handover processes • Work with family/carers, natural supports, case managers and other professionals to support the client’s goals • Participate in case review meetings • Regularly monitor own roster and report to Wellways rostering any issues

	• Report any issues of concern to manager, especially those relating to quality of care
Team Effectiveness Working as part of the team to provide exceptional service deliver to participants	• Work as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support • Cooperate with all team members in order to ensure continuity of care and the provision of an exceptional service • Participate in supervision and reflective practice • Participate in performance development meetings and planning • Participate in staff meetings • Incorporate feedback and development opportunities into future practice • Communicate with Wellways rostering regarding availability to work, and actively •

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Certificate Level 3 or 4 Mental Health, Disability, Aged Care or Home and Community Care is desirable • Current valid Driver Licence • Current Motor Vehicle Insurance and Registration • Current Working with Children Check • NDIS Workers Screening Check/Yellow Card • Satisfactory Police Records Check • Certificate of Completion – NDIS Worker Orientation Module • Right to Work within Australia • Physically capable to deliver personal care to participants • Willing to work flexible hours on a fortnightly roster • Availability and willingness to use personal smartphone (iPhone or Android)
Technical Knowledge and Experience	Desirable: • 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 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

Skills	Physical Capability • 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 Communication • Effective communication skills, verbal and written Interpersonal • Strong skills in developing and maintaining relationships with participants, including the appropriate navigation of personal boundaries (always discuss any concerns with a manager). • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one’s own emotions impact on others. Organising and Planning • Ability to manage follow through with participant sign off and collection of rosters Self-Management • 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 support worker will be required to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate.

On Call: n/a

Special Requirements: Flexible transport

Attachment 1

Attachment 1

