

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>NDIS Support Worker</b>		
<b>POSITION OVERVIEW</b>	Provide one on one support, and other support as required, to assist people living with a disability or experiencing mental illness, achieve their NDIS goals and aspirations.		
<b>CLASSIFICATION</b>	WCS level 2 or 3	<b>SERVICE LINE   AREA</b>	Service Delivery
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	<b>HOURS PER WEEK</b>	Various
<b>LOCATION</b>	Woden Youth Centre, 29 Callam Street, Woden, 2606.		
<b>IMMEDIATE MANAGER</b>	Team Leader, NDIS Service Delivery.		
<b>INDUSTRIAL AGREEMENT</b>	Community Sector Multiple Enterprise Agreement 2014-2018 (ACT).		

### REPORTING RELATIONSHIPS

<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil
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### KEY RELATIONSHIPS

<b>INTERNAL</b>	WCS NDIS Support Coordination Team; NDIS Direct Service Teams
<b>EXTERNAL</b>	Community based programs and services, guardians and families.

### KEY ACCOUNTABILITIES

- Within a capacity-building and strength-based framework, provide one on one and group based supports that lift participants into valued roles and authentically advance their NDIS goals and aspirations.
- Using a person centred approach, work *with* participants to maximise their self-esteem and independence.
- Build supportive, respectful relationships with people living with a disability, their families and external community based programs and services.
- Ensure a high-quality service by providing punctual, reliable and consistent supports.
- Contribute to the ongoing evaluation of service delivery by providing timely and relevant feedback to your supervisor on support activities, sharing information within the team, assisting colleagues in a proactive manner, and recommending and implementing agreed quality improvements.
- Regularly evaluate personal performance by engaging in reflective practice and actively seeking opportunities to develop professionally and personally.
- Work in accordance with workplace health and safety guidelines and following WCS' Policies and Procedures.
- Model WCS' Purpose, Code of Conduct, Values and behaviours.

- Apply workplace Diversity and Equity principles at all times.
- Other duties as directed.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum Certificate III in Disability / Mental Health or a related field; <b>or</b> studying towards a relevant qualification with experience</li> <li>• Capacity to establish rapport and build supportive relationships with people living with a disability, their families and external service providers based on mutual trust and respect.</li> <li>• Proven ability to use person-centred and strength-based approaches.</li> <li>• Thorough understanding and appreciation of personal and professional boundaries, privacy and confidentiality.</li> <li>• Strong communication and interpersonal skills.</li> <li>• Exceptional organisational and time management skills.</li> <li>• Demonstrated computer and database skills that will ensure consistent, quality documentation and reporting.</li> <li>• Proactive and hands-on approach, including the ability to work under limited supervision.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience, knowledge and skills working with people living with a disability and/or mental illness.</li> <li>• Able to work flexible hours to meet participants needs.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Working with Vulnerable People Card.</li> <li>• First Aid Certificate.</li> <li>• Current driver's licence.</li> <li>• Access to a reliable, comprehensively insured vehicle.</li> <li>• Access to a reliable smartphone.</li> <li>• Working rights in Australia.</li> </ul>

<b>Document History</b>	Original:	Revised: 26 February 2019	Version: 2
<b>Employee's name</b>		<b>Signature</b>	<b>DATE</b>
<b>Manager's name</b>		<b>Signature</b>	<b>DATE</b>