



Position Description

DISABILITY SUPPORT WORKER

Purpose of Position

The Disability Support Worker (DSW) provides direct assistance and support to participants in a variety of settings. The supports provided will address participant's individual needs and goals and will enhance independence, abilities, community participation and quality of life. The Disability Support Worker Role is responsible for the supports provided and the documentation required to a particular participant or several participants.

Reports to:

Disability Services Manager

Internal Stakeholders:

Disability Services Manager, Biala's Support Workers, Biala Head Office team

External Stakeholders:

Participants, their families/carers, and external support services within the broader community.

Working Environment:

NDIS Practice Standards

All employees of Biala must adhere to the NDIS Code and Conduct and the NDIS Practice Standards.

Code of Conduct and Conflict of Interest Policy

All employees must abide by Biala's Code of Conduct and Conflict of Interest Policy.

Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Essential Functions – Key Tasks and Duties

- Provide high quality services and supports that are specified by the participants and their families, across some or all the following broad functions:
 - Personal care, including assisting participants to perform basic hygiene and daily living tasks
 - Community and social participation
 - Skill development and capacity building
 - Assistance with medication management
 - Behaviour observation and support
 - Maintaining a record of participant progress
 - Mobility support and transport of participants

- Deliver exceptional customer service to participants, their families and other support organisations.
- Maintain the dignity of participants and manage their confidential information, respectively.
- Maintain all required participant documentation in accordance with Biala's procedures, using Biala's IT based recording systems, and maintaining required privacy requirements.
- Follow organisational workplace health and safety practices, including but not always limited to manual handling and safety procedures.
- Maintain all required accreditations/checks, as well as undertaking self-development activities appropriate to working within the sector.
- Undertaking client transport duties as rostered and / or directed.
- Performing other duties incidental to key duties and / or coordination tasks as directed from time to time.

General Selection Criteria

1. A comprehensive understanding of the NDIS sector or previous experience in community services or aged care sectors.
2. Demonstrated organisation skills, including an ability to multi-task, plan, set and prioritise workloads to meet deadlines and respond to changing participant needs.
3. Well-developed communication and interpersonal skills with the capacity to build relationships and engage participants, staff, and complementary services in the broader community.
4. Exceptional customer service skills with the ability to communicate with a broad range of internal and external stakeholders respectfully and effectively
5. Highly proficient in computer systems including Microsoft Office and a strong ability to navigate new IT systems.

Conditions

It is a requirement of the role to have a:

- current Working with Children Check, National Criminal History Certificate and First Aid Certificate and NDIS Worker Orientation Module completion.
- current and valid driver's license and form of transport with comprehensive insurance cover to provide transport to NDIS participants.

Applications will be closed on Friday, 20 June 2025 – 4pm.