

Disability Support Worker Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and disability support industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Disability Support Worker / Support Worker / NDIS Support Worker

1.2 Position Summary

The Disability Support Worker provides person-centred support to people with disabilities to help them achieve their goals, maintain independence and participate fully in their communities. This role involves assisting with daily living activities, facilitating community access, supporting skill development and delivering services in accordance with individual support plans and NDIS frameworks.

The position requires empathy, patience and excellent communication skills, along with a commitment to empowering people with disabilities. Support workers must respect individual choices, promote independence and work collaboratively with clients, families and multidisciplinary teams.

1.3 Reporting Structure

This position reports to:

- Team Leader / Senior Support Worker
- Service Coordinator / Support Coordinator
- Operations Manager / Service Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on client needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Daily Living Support

- Assist clients with personal care including showering, dressing and grooming
- Support with meal preparation, cooking and nutrition
- Help with household tasks, cleaning and laundry
- Provide assistance with medication management as per support plan
- Support clients with mobility and transfers
- Assist with shopping and errands
- Maintain safe and comfortable living environment

2.2 Community Access and Social Participation

- Accompany clients to community activities, appointments and events
- Facilitate access to recreational and social programs
- Support participation in employment, education or training
- Provide transport support (driving clients where appropriate)
- Encourage social connections and relationship building
- Promote community inclusion and reduce social isolation
- Support clients to develop and maintain hobbies and interests

2.3 Skill Development and Goal Achievement

- Work with clients to achieve goals outlined in NDIS plans
- Support development of independent living skills
- Teach practical life skills including budgeting and time management
- Encourage decision-making and problem-solving
- Build communication and social skills
- Support clients to advocate for themselves
- Celebrate achievements and build confidence

2.4 Health and Wellbeing Support

- Monitor client physical and emotional wellbeing
- Observe and report changes in health or behaviour
- Support clients to attend medical appointments
- Encourage healthy lifestyle choices and exercise
- Support implementation of behaviour support plans
- Respond appropriately to medical or behavioural incidents
- Promote mental health and emotional wellbeing

2.5 Documentation and Reporting

- Maintain accurate progress notes and shift reports
- Document support provided and client progress
- Complete incident and accident reports promptly
- Contribute to support plan reviews and updates
- Record NDIS service delivery accurately
- Communicate with team members and coordinators
- Maintain confidentiality of client information

2.6 Rights, Safety and Quality

- Uphold client rights, dignity and privacy at all times
- Promote choice and control in all aspects of support
- Follow safeguarding procedures to prevent abuse and neglect
- Maintain safe work practices and risk management
- Report any safety concerns or rights violations
- Follow infection control and hygiene protocols
- Comply with NDIS Practice Standards and Code of Conduct

3. Required Skills and Attributes

3.1 Essential Skills

Empathy and Person-Centred Approach

Genuine care and respect for people with disabilities. Understanding of person-centred support principles. Ability to build trusting relationships. Commitment to promoting choice, dignity and independence.

Communication Skills

Clear verbal and non-verbal communication. Active listening skills. Ability to communicate with people with diverse communication needs. Professional written communication for documentation. Ability to communicate with families and support teams.

Support and Care Skills

Competency in personal care assistance. Understanding of positive behaviour support. Knowledge of disability types and support strategies. Ability to teach and coach life skills. Crisis intervention skills.

Flexibility and Problem Solving

Adaptability to changing client needs and situations. Creative problem-solving abilities. Capacity to work independently and make sound judgments. Resilience in challenging situations.

3.2 Personal Attributes

- Caring, patient and respectful demeanour
- Professional appearance and presentation
- Reliability and punctuality for all shifts
- Flexibility to work varied hours and locations
- Physical fitness for active support work
- Positive, enthusiastic attitude
- Cultural awareness and inclusivity
- Non-judgmental and open-minded approach
- Commitment to continuous learning
- Strong work ethic and integrity

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Individual Support (Disability) or equivalent qualification
- Current First Aid and CPR certificate
- NDIS Worker Screening Check
- National Police Check (within last 12 months)
- Eligibility to work in Australia
- Current driver's licence (if providing transport support)
- Comprehensive motor vehicle insurance (if using personal vehicle)
- Ability to work flexible roster including evenings, weekends and sleepovers

4.2 Desirable Qualifications

- Certificate IV in Disability
- Positive Behaviour Support training
- Manual handling certificate
- Epilepsy management training
- Medication administration competency
- Mental health first aid certificate
- Previous experience in disability support or NDIS services

4.3 Experience

Previous experience supporting people with disabilities is highly valued. Entry-level positions are available for recent graduates with appropriate qualifications and commitment to person-centred support.

Experienced support workers should demonstrate understanding of NDIS frameworks, behaviour support strategies and ability to work with people with complex support needs.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including day, evening, overnight and weekend work
- Active overnight shifts and sleepover shifts
- Regular weekend and public holiday work
- Shift lengths from 2 hours to 12+ hours depending on client needs
- Roster provided in advance where possible
- On-call arrangements may apply

5.2 Physical Requirements

- Ability to stand, walk and move for extended periods
- Physical capability to assist with transfers and mobility support
- Manual handling of equipment and occasional lifting
- Ability to engage in active recreational activities
- Good vision and hearing for safety supervision
- Physical stamina for long or overnight shifts

5.3 Work Environment

- Work in client homes, residential facilities or community settings
- Travel between multiple locations throughout shift
- Indoor and outdoor environments
- Exposure to various home and community environments
- Possible exposure to challenging behaviours
- Work independently or as part of team depending on setting

5.4 Uniform and Presentation

- Casual professional attire or uniform as required
- Closed, comfortable footwear suitable for active support
- Neat and professional appearance
- Personal protective equipment when required
- Name badge or ID to be worn
- Sun protection for outdoor activities

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award - MA000100). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in disability services.

6.2 Classification Level

Disability Support Workers are generally classified under the award as:

- Level 2: Support worker providing direct support without Certificate III
- Level 3: Support worker with Certificate III in Individual Support (Disability)
- Level 4: Experienced support worker with advanced skills or specialised duties

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates and allowances for:

- Evening work (after 8pm): Additional loading
- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Sleepover allowances for overnight shifts
- Vehicle allowance when using personal vehicle for work

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the SCHADS Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all clients, families and colleagues with respect and dignity
- Maintain strict confidentiality of client information
- Follow all organisational policies, procedures and service standards
- Comply with NDIS Practice Standards and Code of Conduct
- Arrive on time for all scheduled shifts
- Notify management immediately if unable to attend shift

7.2 Support Standards

- Provide person-centred support that respects client goals and preferences
- Promote client choice, control and independence
- Follow individual support plans accurately
- Uphold client rights and dignity at all times
- Support positive risk-taking and skill development
- Respond to changing needs with flexibility and creativity

7.3 Safety and Quality

- Follow all safety procedures and risk management strategies
- Implement behaviour support plans as directed
- Report all incidents, accidents and concerns immediately
- Maintain safe work environment for clients and self
- Use equipment safely and correctly
- Participate in quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively with team members and coordinators
- Share relevant information about client support
- Participate in team meetings and handovers
- Support colleagues and collaborate effectively
- Accept feedback constructively
- Contribute to positive team culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for disability support
- Copies of qualifications (Certificate III, First Aid, etc.)
- Copy of driver's licence and vehicle insurance (if applicable)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person or video interview
- Scenario-based assessment
- Reference checks
- NDIS Worker Screening Check
- National Police Check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the service.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____