
Community Support Worker: Position Description

JOB TITLE: Support Worker

JOB TYPE: Casual

CLASSIFICATION/SALARY: SCHCDS Level 2

HOURS: Flexible between 8am-8pm Monday to Sunday

LOCATION: Mobile – service areas to include Geelong and suburban Melbourne.

SUPERVISOR/MANAGER: Director

MAIN DUTIES/RESPONSIBILITIES:

Person-Centred Support Delivery

- Provide supports in line with individual support plans, goals, and preferences
- Promote participant choice, control, dignity, and independence
- Adapt support approaches to meet individual communication and cultural needs

Rights, Dignity & Safeguarding

- Uphold and protect participant rights at all times
- Maintain privacy, confidentiality, and informed consent practices
- Recognise and respond to abuse, neglect, or exploitation
- Follow mandatory reporting requirements and incident management procedures

Personal Care & Daily Living Support

- Assist with personal care (showering, dressing, grooming, toileting) in a safe and respectful manner
- Support with eating, drinking, and medication assistance (as trained and authorised)
- Follow manual handling and infection control procedures

Domestic & Community Participation

- Assist with household tasks to maintain a safe and hygienic environment
- Support participants to access the community, appointments, and social activities
- Encourage inclusion and active participation in community life

Behaviour Support & Restrictive Practices

- Implement strategies in accordance with approved behaviour support plans
- Use positive behaviour support approaches
- Report behaviours of concern and any use of restrictive practices in line with policy
- Ensure all practices align with NDIS Quality and Safeguards Commission requirements

Risk Management & Incident Reporting

- Identify, assess, and report risks to participant safety and wellbeing
- Follow incident management procedures, including documentation and escalation
- Participate in continuous improvement and feedback processes

Documentation & Record Keeping

- Complete accurate, objective, and timely progress notes and reports
- Maintain records in accordance with organisational and legislative requirements
- Report changes in participant needs, goals, or health status

Communication & Professional Conduct

- Communicate effectively with participants, families, and stakeholders
- Work collaboratively with allied health professionals and support coordinators
- Demonstrate professional boundaries and ethical behaviour at all times

SKILLS & EXPERIENCE

Qualifications:

- Certificate in Mental Health, Community Services or Disability (or related health field) or willing to obtain qualification within agreed timeframe.

Experience:

- Experience and/or knowledge of community health services.
- Experience with and/or knowledge of NDIS services including of types of support available and overarching guiding principles.
- Experience in client-facing role with ability to demonstrate quality communication, organisational, and engagement skills.

- Experience working with complex mental health presentations and challenging behaviours including working with clients with behaviour support plans.

Skills:

- Ability to engage with complex acute mental health presentations
- Ability to identify and appropriately manage client related risk
- Strong organisational skills and demonstrated efficiency
- Ability to uphold professionalism and respectful conduct
- Demonstrates duty of care and dignity of risk principles.
- Interpersonal skills – ability to engage with clients, build rapport, motivate and build positive and professional relationships
- Ability to work collaboratively within team environment and with external services
- Computer skills – ability to use basic Microsoft office computer programs including Outlook

PERFORMANCE GOALS:

- Attend scheduled outreach appointments and engage with clients in a recovery-focused and safe manner in line with their individual NDIS goals
- Uphold professionalism when representing Forbes Allied Services when dealing with clients and other services
- Remain contactable during work hours
- Maintain accurate documentation including completing case notes within 24hours, following workplace procedure.
- Works within scope of role and training at all times
- Applies safe work practices, including manual handling and infection control
- Recognises and responds to incidents and safeguarding concerns