

POSITION DESCRIPTION

Position title	Disability Support Worker	Division	Disability Services
Reports to	Support Facilitator / Team Leader	Location	Blacktown and additional office hubs
Direct Reports		Award	SCHADS Award
Status	Casual	SALARY PACKAGING	Tax free salary as per Fringe Benefits Tax Legislation
Date Reviewed	12/11/2025	Award Level	2

About the Company

SydWest Multicultural is a not-for-profit organisation which is committed in providing a broad range of services across Greater Western Sydney, the Inner West and the City of Sydney. We are a leading organisation on cultural diversity offers flexible and integrated services across the life cycle for refugees and migrants; support for seniors; disability support; women and families; youth; housing support; and settlement services.

SydWest Multicultural Services' Mission is to deliver quality services meeting diverse needs to maximise individual and community outcomes.

Our Vision is to create an inclusive society where all people have equal opportunities to grow and thrive.

Values

Choice	We commit to ensuring consumer choice is always the top priority in our work with clients and the community.
Celebration	We commit to celebrating everyone's achievements as we all work together to build a more inclusive society.
Connection	We commit to building and strengthening connections across the community and in everything we do.
Integrity	We commit to integrity in all our work, both personal and professional, to ensure we deliver quality, trusted outcomes at all times.
Quality	We commit to maintaining the highest excellence in all our work, driven by clear policies and processes for quality.

Purpose of the Role

The Disability Support Worker provides person-centred, flexible, and high-quality support to participants to enhance their independence, wellbeing, and community participation. The role involves assisting with daily living, personal care, social inclusion, and the implementation of individual NDIS plans.

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Duties and Responsibilities

Participant Support

- Provide high-quality, person-centred care aligned with participants' NDIS goals and individual support plans.
- Support participants to develop skills for daily living, independence, and social participation.
- Assist with personal care, meal preparation, medication prompts, domestic tasks, and transport.
- Promote participants' rights, dignity, and safety at all times.
- Encourage participation in community, recreational, and cultural activities.
- Identify and report any changes in participant needs or wellbeing to the Team Leader.

Programs and Services

- Deliver supports in line with organisational policies, NDIS standards, and WHS requirements.
- Maintain accurate and timely documentation, progress notes, and incident reports.
- Manage time, rosters, and priorities effectively to deliver consistent and reliable service.
- Use PPE and equipment safely in accordance with training and guidelines.
- Assist with planned program activities and contribute to service improvement initiatives.

Communication & Administration

- Communicate professionally with participants, families, and colleagues.
- Complete required records, timesheets, and reports accurately (e.g., shift notes, mileage).
- Report incidents, feedback, or risks promptly to the Team Leader.
- Uphold confidentiality and maintain clear professional boundaries.

Teamwork & Collaboration

- Participate in supervision, team meetings, and training.
- Support and encourage peers and volunteers in maintaining a positive, respectful workplace.
- Contribute ideas to improve service delivery and participant outcomes.
- Promote the organisation positively in all community interactions.

Work Health & Safety

- Take reasonable care of personal health and safety and that of others.
- Follow safe work practices and report hazards or incidents immediately.
- Participate in WHS training and risk management activities.

Other duties as directed from time to time within your skills range and capacity.

ESSENTIAL REQUIREMENTS

- Certificate III (or working toward) in Disability, Community Services, or equivalent.
- Current **NDIS Worker Screening Check**.
- Current **Working with Children Check**.
- Current **First Aid and CPR** certification.
- COVID-19 vaccination (as per policy).
- Current **Driver's Licence** and access to a reliable, fully insured vehicle.

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- Completion of **NDIS Worker Orientation Module** and Infection Control training.

Desirable:

- Experience supporting people with complex behaviours or high support needs.
- Knowledge of NDIS Practice Standards and person-centred active support.
- Epilepsy or manual handling training.

YOUR KEY ATTRIBUTES FOR THE ROLE

Resilience and Courage

- Always be calm and act constructively in highly pressured and unpredictable environments;
- Give direct & honest response;
- Accept criticism of own ideas and respond in a thoughtful and considered way;
- Continue toward goals in the face of difficulty and adversity.

Orientation and Self Management

- Maintain focus on goals;
- Independently pursue business objectives in an organised and efficient manner;
- Prioritise work tasks to meet job responsibilities;
- Minimise work flow disruptions to complete high quality work within a specified time frame.
- Good communication and listening skills to ensure professionalism and correct information is provided.

Flexibility

- Adapt effectively to changing plans and priorities;
- Ability to handle multiple tasks at once.

Ability to influence and negotiate

- Influence others with a fair and considered approach;
- Work towards mutually beneficial win/win outcomes;
- Show sensitivity and understanding in resolving conflicts;
- Identify key stakeholders and gain their support in advance.

Ability to coordinate program and deliver results

- Implement positive and effective stakeholder engagement and communications strategy;
- Drive a culture of achievement and acknowledge input of others;
- Progress organisational priorities and ensure effective use of resources.

Authorisation

Employee's Name	
Employee's Signature	
Date	