



**Work  
that matters**

***"I love Araluen and its values - respecting people, showing each other kindness, and working as a team. Staff give me support, reassurance, look out for me and are caring." - Jess, Araluen participant champion***

## Position description:

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### Support Worker - Level 1

REPORTS TO	Practice Leader / Support Service Manager
LOCATION	Various Araluen locations
CLASSIFICATION	Social & Community Modern Award Level 1

#### **Our Vision**

Imagining and achieving better lives

#### **Our Mission**

Inspiring, empowering and supporting people to have great lives

#### **Our Values**

Respect you  
See you  
Hear you  
Empower you  
Inspire you  
Working together as one

**A R A L U E N**



**araluen.org**



## Position purpose

Support Workers play a vital role in delivering high-quality, person-centred support to individuals with disabilities. Support Workers at Level 1 (L1) work under close supervision and the guidance of an experienced Support Worker/s. This role supports participants with daily living tasks, personal care, domestic duties, and basic administrative functions in accordance with established procedures and service standards.

Support Workers at this level are developing foundational skills and receive ongoing training to build capability in the principles of Active Support and enablement, promoting dignity, independence, choice, and social inclusion. They follow support plans, participate in team briefings, and engage in reflective practice to continuously improve the quality of care provided. This ensures that supports are high quality and align with each person's goals, ability, needs, preferences, and aspirations.

## Leadership expectations

At Araluen, everyone leads. Leadership is not defined by position, but by purpose, behaviour, and the positive impact we have on people, outcomes, and culture. As a values-driven organisation committed to making great lives possible, we believe personal leadership across the organisation is essential to realising this vision.

Everyone at Araluen has these leadership expectations:

- **Uphold our Code of Conduct**
- **Role model and mentor our values**

Respect you, see you, hear you, inspire you, empower you, working together as one

## Relationships

Support Workers at Level 1 work collaboratively within a care team to support participants daily needs. The role requires respectful and professional interactions with both internal colleagues and external stakeholders, always under supervision and within established procedures.

- **Internally**, the Support Worker L1 engages with their Line Manager and their Support Worker colleagues to receive direction, supervision and feedback, training and performance development.
- **Externally**, the Support Worker L1 may interact under supervision with Families/Carers or Allied health professionals.



## Role expectations

Key responsibilities	Key outcomes	Performance expectations
<b><i>Person-centred, rights-based support</i></b>	Participants experience improved quality of life through support that empowers them to pursue and achieve their goals and aspirations.	<ol style="list-style-type: none"> <li>1. Practise principles of Active Support and inclusion.</li> <li>2. Promote dignity, independence, and autonomy.</li> <li>3. Engage people in meaningful activities and social participation.</li> </ol>
<b><i>Personal Support</i></b>	Participants receive safe, respectful, and high-quality personal support that promotes their dignity, independence, and wellbeing, through assistance with daily living activities, health needs, and the effective use of aids and equipment	With guidance of an experienced Support Worker: <ol style="list-style-type: none"> <li>1. Transferring/Hoisting (within given parameters)</li> <li>2. Personal care</li> <li>3. Meal preparation</li> <li>4. Meal assistance</li> <li>5. Medication administration</li> <li>6. Complex health support</li> <li>7. Support participants to use physical and communication aids and other equipment where required</li> </ol>
<b><i>Independent Living &amp; Community Participation</i></b>	Participants are supported to manage daily tasks, attend appointments, handle personal administration, and engage in community activities, fostering independence, inclusion, and quality of life.	With guidance of an experienced Support Worker: <ol style="list-style-type: none"> <li>1. Assist participants with personal administration and appointments</li> <li>2. Assist participants in receiving and accounting monies</li> <li>3. To undertake administrative work to ensure it is completed in accurate and timely manner</li> <li>4. Transporting participants, including use of bus vehicles</li> <li>5. Assisting to participate in community activities</li> </ol>



<b>Key responsibilities</b>	<b>Key outcomes</b>	<b>Performance expectations</b>
<b><i>Support plan implementation</i></b>	Assist with delivery of individual support plans so participants progress towards their goals and achieve meaningful outcomes.	With guidance of an experienced Support Worker: <ol style="list-style-type: none"> <li>1. Follow each person's support plan and all linked plans</li> <li>2. Assist with the accurate completion of required documentation during each shift.</li> <li>3. With guidance adjust support in real time to reflect the needs/preferences of the person.</li> <li>4. Assist with putting new initiatives into practice.</li> </ol>
<b><i>Team Collaboration and Culture</i></b>	Contribute to a positive and inclusive workplace through respectful communication, collaboration, values-based behaviour, and shared responsibility for achieving goals.	<ol style="list-style-type: none"> <li>1. Work together to provide consistent, participant-focused support.</li> <li>2. Share insights, information and relevant updates in a timely and constructive way to improve team outcomes.</li> <li>3. Actively contribute to discussions and consistently attend team meetings.</li> <li>4. Communicate clearly, respectfully, and professionally.</li> <li>5. Acknowledge and encourage others' contributions.</li> <li>6. Demonstrate organisational values in daily actions and decisions.</li> </ol>
<b><i>Communication and relationships</i></b>	Respectful, timely, and effective communication strengthens relationships, and leads to better support outcomes.	<ol style="list-style-type: none"> <li>1. Build respectful, trusting relationships.</li> <li>2. Communicate observations, changes in needs, or incidents promptly to supervisors.</li> <li>3. Act as a positive ambassador of the organisation and promote inclusive values.</li> </ol>



Key responsibilities	Key outcomes	Performance expectations
<b>Safety, compliance and professional conduct</b>	Professional, safe, legal, ethical support, protecting the rights, health, and wellbeing of participants.	<ol style="list-style-type: none"> <li>1. Understand and adhere to NDIS Code of Conduct and all policies, procedures and safety and legal requirements.</li> <li>2. Act in strict accordance with Araluen's 'zero tolerance to abuse and neglect' stance.</li> <li>3. Follow incident reporting, manual handling, infection control, and duty of care protocols.</li> <li>4. Respect and uphold participants' rights to privacy and confidentiality.</li> </ol>
<b>Mandatory training</b>	Become capable and confident in the role.	<ol style="list-style-type: none"> <li>1. Maintain up-to-date certificates, mandatory training, and accreditations.</li> <li>2. Respond promptly to training schedules and reminders.</li> <li>3. Apply training knowledge to everyday work practices and decisions.</li> </ol>
<b>Reflective practice</b>	Regularly reflect on work, set meaningful goals, and take part in performance reviews to support personal growth and contribute to Araluen's success.	<ol style="list-style-type: none"> <li>1. Take part in goal setting, mid-year check-ins, and year-end reviews, by reflecting on your work and progress.</li> <li>2. Set clear goals that support your role and team priorities and track your progress.</li> <li>3. Use feedback and learning to grow and improve your contribution.</li> </ol>
<b>Continuous improvement</b>	A culture of continuous improvement across the organisation, where individuals actively seek to enhance processes, services, and outcomes through curiosity, collaboration, and a commitment to learning.	<ol style="list-style-type: none"> <li>1. Share Ideas for Improvement: regularly suggest ways to enhance processes, systems, or service delivery.</li> <li>2. Adapt to Change: embrace new approaches and adjust work practices based on feedback and learning</li> </ol>



## Decision making authority

### **Supported decisions**

Assisting with routine support delivery, assisting to respond to participants needs during shifts, and using initiative within established guidelines in a supervised environment.

### **Referred decisions**

Changes to support plans, health condition, concerns of risk, incidents, or complex behavioural changes must be immediately reported to the Disability Support Manager/Practice Leader.

## Key Selection Criteria

- Demonstrated ability to follow instructions and work under close supervision
- Basic interpersonal and communication skills
- Commitment to participant dignity, safety, and wellbeing
- Willingness to learn and participate in training and development to build skills and knowledge relevant to personal care, domestic duties, and support services
- Ability to work effectively as part of a team
- Basic literacy, numeracy, and administrative skills
- Understanding of workplace health and safety practices
- Some computer and IT literacy skills

## Classification

A SCHADS level 1 (Social and community services employee level 1) employee works under close supervision to complete tasks. A level 1 worker will be supported through structured training and supervision to strengthen their confidence, knowledge and Support Worker skillset. Level 1 workers are not required to undertake staff supervisory responsibilities as part of their role.

## Compliance

- NDIS Worker Screening Check
- Working with Children Check
- Current Australian Driver's Licence
- Current First Aid and CPR certificate
- COVID 19 Vaccination
- Requirement to use own smartphone