Chrysalis Collective
TRANSFORM, EMERGE, SOAR.

POSITION DESCRIPTION

POSITION TITLE:	Disability Support Worker
REPORTS TO:	Director
DATE:	November 2025

PRIMARY PURPOSE OF POSITION:

A Disability Support Worker provides clients with practical assistance to achieve everyday activities, meet their client's disability-related needs and assist them to work towards their goals. This can also include travel support.

They also assist clients to build their independence and skills to help them pursue their goals; provide development and training to increase a client's skills so they can participate in community, social, recreational and economic activities.

RESPONSIBILITIES:

As a **Disability Support Worker**, your duties will include:

- Supporting clients with social, community and civic participation, including but not limited to:
  - Attending appointments for example: mainstream such as with government agencies, general practitioners; specialists; medical testing; and allied health professionals;
  - Grocery and retail shopping;
  - Exploring and engaging in activities of interests such as social and community activities, recreation and exercise; and
  - Transportation of clients.
- Supporting multiple clients, at a reasonable ratio, in group or centre based activities.
- Supporting clients with household tasks, including but not limited to:
- Household cleaning and other household activities such as cleaning, laundry, ironing, home organisation and management.
- Supporting clients to find, obtain and remain engaged in employment or volunteering opportunities.
- Supporting and training clients to develop life skills, including but not limited to planning, navigating and catching public transport; and community, social and recreational participation.
- Supporting clients in the development of, or increase, a client's skills and / or capacity for independence and community participation, including but not limited to:
  - Assistance with decision making, daily planning and budgeting
  - Skill development and training including public transportation training (provided in the home or in the community for general life skills to increase independence); and
  - Training for carers / parents.
- Supporting and mentoring clients to manage emotions, develop coping skills, and build resilience.
- Managing challenging behaviours in a calm and professional manner.
- Helping clients to build independence, self-esteem, and life skills.
- Writing and maintaining reports, including case notes, incident reports, and behavioural documentation.
- Upholding safety policies and following care plans tailored to each client's needs.
- Dealing with challenging situations.
- Mentoring and role modelling.
- Exposure to Alcohol and Other Drug addictions.

Other duties you may be requested to assist with:

- Assisting with business development and growth;
- Assisting to identify and develop group or centre based activities;
- Assisting to identify and develop innovative community participation services;
- Interacting with stakeholders, staff and shareholders;

- Engaging in promotional activities; and
- Administrative / secretariat functions, as required.

We may also assign you other duties, where reasonable for your position, training and experience.

All employee's responsibilities:
- Developing collaborative relationships with internal and external stakeholders.
- Attending regular team meetings.
- Participation in regular training or attending networking events.
- Maintaining accurate records and filing systems.
- Maintaining high quality case notes and accurate billing records.
- Assisting to ensure documentation and files are up to date and meet audit requirements.
- Complying with organisation policies and procedures including human resources, workplace health and safety, risk management, business continuity, quality and environmental duties.

PERFORMANCE MEASURES:

- Demonstrated sound level of interpersonal, verbal and written communications skills.
- Demonstrated problem-solving skills.
- Demonstrated ability to work under general guidance within defined guidelines and exercise initiative.
- Demonstrated time management skills.
- Demonstrated ability to work both independently and collaboratively within a team environment.
- Commitment to providing a client focused service in a timely, consistent, co-ordinated and flexible manner.
- Demonstrated knowledge of work practices and procedures relating to the role.
- Demonstrated knowledge of policies and statutory requirements relating to the workplace.
- Demonstrated knowledge of the challenges that living with a disability presents at various life stages.

EDUCATION / QUALIFICATIONS:

ESSENTIAL:	DESIRABLE:
• Relevant qualifications in Disability, Mental Health, Youth Work or Allied Health Professional fields or equivalent experience. • Provide First Aid • Provide basic emergency life support • Provide cardiopulmonary resuscitation	• Mental Health First Aid

SKILLS / KNOWLEDGE / EXPERIENCE:

• Previous experience as a Support Worker, Peer Mentor or Youth Worker. • Familiarity with psychosocial disabilities. • Sound computer and office equipment skills.	• Sound proficiency in Microsoft Office 365 particularly Word, Excel, Outlook and MS Teams. • Completion of NDIS Mandatory Training – 'Worker Orientation Module – Quality, Safety and You' and 'New Worker NDIS Induction Module'.

LICENCES / CLEARANCES / REQUIREMENTS:

- Reliable smart phone with sufficient coverage
- NDIS worker screening clearance
- Working with Children Card
- National police check less than 3 months old
- Queensland driver's licence
- Own reliable vehicle comprehensively insured (vehicle must be insured for business purposes due to transportation of clients).

WHAT WE OFFER:	
• Casual employment with the possibility to convert to permanent after 12 months • Superannuation • WorkCover • QLeave • Kilometre reimbursement	• Flexible working hours, subject to required duties. • A great work culture • Regular social opportunities and team meetings • Mentoring and ongoing training