

## Position Description

### NDIS Support Mentor

Reports To: Disability Support Coordinator  
Base Location: East Kimberley Region  
Organisational Unit: Wayfinder Disability Services

### ROLE PURPOSE

The primary purpose of the **NDIS Support Worker** is to contribute to our Vision by providing direct support to participants within the East Kimberley Job Pathways' NDIS Services, which are underpinned by a culture of respect and collaboration.

The key elements of the role include:

- Communicating and working successfully with people with a disability, their families and carers.
- Running activities engaging participants by encouraging skill development, empowering participants to be independent.
- Building positive and professional relationships internally and externally, collaborating with other business units within the organisation.
- Actively contributing to the implementation and ongoing improvement of internal structures and systems used to complement service delivery.
- Ensuring all service delivery is conducted in accordance with Job Pathways quality management systems, the National Standards for Disability Services, and the suite of internal policies and procedures designed to safeguard client dignity, safety and respect.

As a requirement of this position, there will be regular contact with vulnerable persons including people under the age of 18 or persons with a disability.

This document describes the main responsibilities of the position and is not designed to be prescriptive. It is expected other duties in addition to those described in this document will be undertaken.

The **NDIS Support Mentor** is expected to demonstrate behaviours which align with Job Pathways' core values, Code of Conduct and Equal Opportunity principles, as well as provide leadership to ensure that all staff achieve these expectations.

### KEY RESPONSIBILITIES

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##### Supporting Participants

- Encourage individuals living with a disability to be engaged in their own lives.
- Engage with participants, encourage open discussion in relation to NDIS goals.
- Always maintain participant confidentiality.
- Document participant notes/ progress in the Customer Relations Management system (CRM) daily.
- Record relevant information in communication books, where applicable.
- Communicate effectively to ensure the NDIS Project Manager is informed about Participants progress.
- Develop positive relationships with Participants, carers, families and other support networks.
- Liaise with participants families (where applicable).

<ul style="list-style-type: none"> <li>• Foster the development of positive relationships with families of participants and involve family members in the planning and review of services as guided by the wishes of the participant.</li> <li>• Keep families informed of changes, as guided by the participant.</li> <li>• Undertake key tasks in the work plan, including undertaking hands on activities to achieve goals.</li> <li>• Ensure participants understand complaints process.</li> <li>• Encourage participant suggestions and feedback.</li> </ul>
<p><b>Personal Care</b></p> <ul style="list-style-type: none"> <li>• Provide personal care assistance to each participant in accordance to Personal Care Plan.</li> <li>• Monitor the safety and wellbeing of participants- report any concerns to NDIS Project Coordinator.</li> <li>• Assist Participant with daily living. This includes but is not limited to: <ul style="list-style-type: none"> <li>• Personal hygiene and grooming.</li> <li>• Toileting.</li> <li>• <b><u>Medication- Support Workers are not to support participants with medications.</u></b></li> <li>• Outings with Participant – transport and assist Participant in activities.</li> <li>• Assistance with mobility.</li> <li>• Assistance with eating and drinking, as required and monitoring of nutrition and hydration.</li> <li>• Preparation of specialised diets.</li> <li>• Companionship and general monitoring of Participant.</li> <li>• Assistance with prescribed exercises, following specific instructions/training.</li> </ul> </li> </ul>
<p><b>House Keeping</b></p> <ul style="list-style-type: none"> <li>• Clean Rooms- vacuuming, sweeping, mopping, ensuites, making beds, changing linen.</li> <li>• Clean kitchen- wiping benches, cupboard doors, cleaning sink, washing and drying dishes, emptying/loading dishwasher, cleaning stove top/oven/fridge, empty and clean bins, defrosting of refrigerators.</li> <li>• Shopping- on behalf of participant, making lists, unpacking and storing bought items.</li> <li>• Meal preparation- cooking or preparation of meals or heating of frozen meals or Meals on Wheels.</li> <li>• Laundry- washing personal clothing and linen/towels and hanging out clothes or putting in dryer, removal of dry clothes from line or dryer, folding and storing, ironing.</li> <li>• General- dusting, tidying, sweeping, light gardening.</li> </ul>
<p><b>Short Term Accommodation</b></p> <ul style="list-style-type: none"> <li>• Provide relief when individuals require a break from family and when family care givers are unavailable or require a break from support.</li> <li>• Shift work/ overnight stays at Job Pathways STA House.</li> <li>• Assist participant to engage in program activities (all above aspects supporting participant, personal care and housekeeping applies).</li> <li>• Provide personal care and housekeeping (see above).</li> <li>• Assisting participant with organising appointments.</li> </ul>
<p><b>People and Culture</b></p> <ul style="list-style-type: none"> <li>• Job Pathways is considered a leading community-based organisation. Staff will be willing to undertake the following to maintain excellence in service delivery:</li> <li>• Work collaboratively with the NDIS Program Coordinator and Job Pathways Employees to identify current and future skills required to ensure successful delivery of NDIS services.</li> <li>• Undertake skill development activities and necessary training to remain up to date with job requirements.</li> <li>• Attend all staff meetings, planning meetings, training and other meetings as required.</li> <li>• Complete all required paperwork, documentation and recording as per Job Pathways Policy and Procedure including monitoring and documenting activities and goals as part of a participants NDIS Plan.</li> </ul>
<p><b>Work Health and Safety</b></p> <ul style="list-style-type: none"> <li>• While at work, this role must take reasonable care for their own health and safety, and that of others who may be affected by the worker’s acts or omissions.</li> <li>• This role must comply, so far as reasonably able, with any reasonable instruction that is given by Job Pathways to comply with the WHS Act.</li> <li>• This role must cooperate with any reasonable Job Pathways policy or procedure relating to health or safety at the workplace that has been notified to workers.</li> </ul>

**Aboriginal Ways of Working**

Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities.

**Quality in all We Do**

Ensure all operations are conducted with a commitment to quality which align with the quality management principles which underpin Job Pathways’ accredited Quality Management System.

**KEY CRITERIA**

<b>Mandatory Experience</b>
<ol style="list-style-type: none"> <li>1. Demonstrated ability to communicate professionally and effectively with participants, Job Pathways staff and management.</li> <li>2. Demonstrated sound written and verbal communication skills.</li> </ol>
<b>Preferred Qualifications</b>
<ol style="list-style-type: none"> <li>1. Demonstrated experience in delivery of NDIS Services and/or direct experience working with person/s with a disability.</li> <li>2. Current First Aid Certificate</li> <li>3. Western Australian Working with Children’s Check</li> <li>4. NDIS Worker Screening Check</li> </ol>
<b>Other requirements</b>
<ol style="list-style-type: none"> <li>1. A current C Class motor vehicle license.</li> <li>2. Ability to engage in regular travel (by road and air) inclusive of short stays away from home.</li> </ol>
<b>Credentials Check</b>
<p>It is a requirement of the role to provide a National Police Certificate, maintain a current WA Working with Children’s Check and NDIS Workers Screening Clearance. East Kimberley Job Pathways reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges or pending charges may bring the organisation and/or programs and services delivered by the organisation into disrepute.</p>

**EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT**

I acknowledge and agree that I have read, understood and accept the above position description of **NDIS Support Mentor** as part of the terms and conditions of my employment with Job Pathways.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation’s objectives.

I also acknowledge that Job Pathways operates in a large and diverse region and the ability to travel and work throughout the Region may occur at short notice.

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Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date