

Position Description

TITLE: Support Worker

REPORTS TO: ##

DIVISION: Vivid Living/Vivid Learning

DATED: 1 October 2025

POSITION SUMMARY

Support Workers are responsible for providing support and assistance to people to participate as independently as possible in activities, programs, and employment as outlined and supported by their National Disability Insurance Scheme (NDIS) plan (Plan), together with any other plans (including, but not limited to, a Person Centred Plan and Employment Assistance Plan) and service choices.

Vivid offers a wide range of services to assist people to meet their goals and live as an active member of their community.

Many of Vivid's services are provided between 9am and 5pm Monday to Friday but others will occur outside of these hours, including evenings and weekends.

This position may involve some physical work/manual handling tasks such as assisting with people's mobility and personal care needs. This may include bending, stretching, pushing and pulling actions.

RESPONSIBILITIES AND ACCOUNTABILITIES

CORE RESPONSIBILITIES

1. Support people to actively participate in daily routines within their home, sleepover shifts in residential services, activities within their community and group based programs and employment offered by Vivid;
2. Deliver and supervise activities, programs and employment offered by Vivid in a range of settings which may include the person's home, community facilities or Vivid sites;
3. Assist people and their support network to work toward achieving their goals as outlined in their current plan;
4. Use an active support model to provide the appropriate level of assistance and training for people to continually learn and develop skills, successfully complete tasks, and maintain current skills.

ACCOUNTABILITIES

1. Statement of Purpose

Observe and adhere to Vivid's Statement of Purpose:

We help everyone in our community create a fulfilling life. We celebrate diversity and embrace our staff, customers and partners with heart. We build connected and supportive partnerships that deliver personal growth for all.

2. Values

Observe and adhere to Vivid's values:

- 2.1 **Growth: We** embrace change, celebrate our differences and listen and learn from everyone in our community. We are committed to continually developing and helping each other grow.
- 2.2 **Innovation:** We are enthusiastic, curious and eager to learn. We embrace change, think outside the box and love to give new things a go.
- 2.3 **Fun!** We believe life should be fun, and we know a happy and engaging environment creates positive outcomes and trusting partnerships. We are committed to making Vivid a fun place to be for everyone.
- 2.4 **Teamwork:** We openly and honestly communicate and share our knowledge and skills. We deliver great experiences and create a positive environment that encourages everyone to dream big. We are proud to represent Vivid!
- 2.5 **Integrity & Respect:** We are honest and never compromise the truth. We are sensitive to the needs of our community, value the contributions of each person and treat everyone with respect.

3. Strategic Planning

- 3.1 Be familiar with Vivid's Strategic Plan and how your role contributes to the achievement of Vivid's goals.
- 3.2 Contribute to the review and development of future strategic plans.

4. Support and empowerment

- 4.1 Actively promote the abilities of people with disabilities to participate in, and work as productive members of, the community in which they reside.
- 4.2 Assist in fostering an environment which supports the rights of each person with a disability, with particular focus on the rights to dignity, privacy, independence and confidentiality.
- 4.3 Assist in empowering people with disability to express and communicate their needs, choices and decisions regarding the services they desire.

- 4.4 Contribute and enthusiastically support innovative ideas which provide improved services and outcomes for people with disabilities.

5. Customer Service and Quality Control

- 5.1 Respond quickly (including immediately referring it to your supervisor) to any feedback (positive or negative) from the people Vivid supports, their parents, carers, customers of Vivid, staff and others.
- 5.2 Understand and fulfil your role, along with all Vivid staff, as an ambassador and active marketer of Vivid and its services. Assist in ensuring Vivid is seen as a provider and employer of choice, offering meaningful service and employment opportunities.
- 5.3 Actively encourage participation, by the people Vivid supports, their parents and carers, and others, in surveys which are conducted to collect information on, in particular, how to improve the services Vivid delivers to better meet the needs of those people.
- 5.4 Assist in the promotion of a culture of ongoing quality improvement in all of Vivid's activities.

6. Leadership

- 6.1 You don't need to be a Manager to be a leader.
- 6.2 Maintain personal performance and competence at a high standard.
- 6.3 Actively assist in ensuring effective and clear communication between Vivid staff, Vivid departments, the people Vivid supports, their families and carers and the broader community.
- 6.4 Promptly respond to direction from your supervisor and support your work colleagues to promote cooperative and motivated teams.
- 6.5 Participate, and contribute to the discussion, in staff meetings, read the minutes and other documentation pertaining to those meetings.
- 6.6 Proactively embrace change and ensure that staff, the people Vivid supports, their parents and carers all positively engage with change and challenges.
- 6.7 Assist with the induction and orientation of new staff.

7. Administration

- 7.1 Ensure that all required recording (particularly that relating to attendance and monitoring of progress towards goal outcomes for the people Vivid supports) is completed in SupportAbility each and every shift you are rostered on for work.
- 7.2 Adequately and effectively respond to emergencies and incidents and ensure that appropriate follow up occurs (such as incident reporting, counselling, debriefing, review and amendment of procedures).

- 7.3 Demonstrate an active commitment to the development, implementation and monitoring of all organisational policies and procedures.
- 7.4 Actively facilitate and maintain good communication and relationships with all Vivid staff and departments.
- 7.5 Participate in quality activities, policy reviews and all processes required to maintain Vivid's quality certifications.
- 7.6 Review (and, where required, respond to in a timely fashion) all emails each and every shift you are rostered on for work.
- 7.7 Ensure that the recording of hours of work and leave is accurate and consistent with rosters.
- 7.8 Other duties as directed by your supervisor or CEO.

8. Training & Education

- 8.1 Be a lifelong learner, engage in building your professional skills to improve, amongst other things, your personal job satisfaction and outcomes for the people Vivid supports.
- 8.2 Assist in encouraging and instilling a culture of lifelong learning in Vivid staff and challenge people you support to try different activities and/or added responsibilities.
- 8.3 Assist in the promotion, development and championing of innovative and creative training and education ideas for Vivid staff and the people Vivid supports.
- 8.4 Participate in training as directed by your supervisor.

9. Compliance

- 9.1 Assist with ensuring compliance with Commonwealth and State Disability Standards.
- 9.2 Assist with ensuring compliance with all Commonwealth, State and subordinate legislation affecting Vivid staff and the people Vivid supports (including, but not limited to, the National Disability Insurance Scheme Act 2013).
- 9.3 Assist with ensuring compliance with all non-legislative requirements (such as Codes of Conduct) affecting Vivid staff and the people Vivid supports.
- 9.4 Comply with Vivid's Code of Conduct, policies and procedures.
- 9.5 Actively participate in complying with, and the continuous improvement of, Vivid's Quality Management System.

10. Technology

10.1 Keep abreast of developments in workplace technology, equipment and systems.

10.2 Maintain, acquire and develop IT skills and knowledge relevant to your role.

11. Occupational Health & Safety (OH&S)

All Vivid staff are responsible for the following safe work procedures and instructions:

11.1 Complying (and, where reasonably practicable, ensuring compliance of other staff, clients and employees) with OH&S Policies.

11.2 Adopting work practices that support OH&S objectives.

11.3 Taking reasonable care of themselves and others who may be affected by their actions and not wilfully placing at risk the health or safety of any person in the workplace.

11.4 Seeking guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to a supervisor.

11.5 Participating in meetings, training and other health and safety activities.

11.6 Ensuring all Vivid sites, equipment and vehicles are maintained to an acceptable standard and kept secure at all times.

11.7 Not wilfully or recklessly interfering with or misusing anything provided in the interest of environmental health and safety or welfare.

11.8 Wearing personal protective equipment as provided.

11.9 Cooperating with Vivid in relation to actions taken to comply with the Occupational Health and Safety Act 2004.

12. Service Delivery

12.1 Working with others to promote a positive environment and ensure all people are as engaged and involved as possible.

12.2 Where appropriate and necessary, assist or supervise people with personal care and physical assistance needs, ensuring the dignity and rights of the person are respected at all times. This may include assistance with toileting, showering, mobility, meals, clothing changes or similar tasks.

12.3 Ensure the storage, administration, and dispensing of medication is consistent with Vivid medication administration guidelines and provide assistance as required.

12.4 Discuss with your supervisor any issues or problems that arise in relation to the support required for each person. This may include issues related to behaviour, work performance, illness, increased support needs, or everyday life.

- 12.5 Arrange transport, as required, which enables people to access their activities, programs and community using the most independent means possible. This may include transporting people in Vivid vehicles and buses.
- 12.6 Ensure that people's records and correspondence are current in SupportAbility and that the principles of privacy and confidentiality are maintained.
- 12.7 Assist, as required, with assessments to determine people's needs in regard to support, therapy, and training.
- 12.8 Assist with and participate, as required, in the development, implementation, monitoring, and review of people's plans.
- 12.9 Assist in the development and implementation of strategies and plans to deal with and manage behaviour that can be unpredictable, complex or concerning.
- 12.10 Be familiar with the goals, preferences, and needs of people and understand their support requirements. Promote respect for their physical, social and emotional needs.
- 12.11 Develop and maintain positive relationships and networks to increase opportunities for people to interact, access services, use facilities and be included in their community.

APPLICATION

Mandatory requirements of this role:

- A current NDIS Worker Screening Check.
- Current Working with Children's Check (if applicable).

Desirable

- A current Australian driver's licence.
- A current level 2 First Aid and CPR.
- Certificate III in Individual Support (or higher qualification).

Key Selection Criteria

- An entry level qualification of Certificate III in Individual Support or equivalent is preferred, however Vivid reserves the right to appoint an applicant with substantial relevant experience who does not hold a formal qualification.
- Current Australian drivers licence, the ability to drive a manual vehicle will be highly regarded.
- Excellent communication skills, including the ability to communicate with a wide range of people.

- Demonstrated ability and willingness to use IT equipment and programs for daily monitoring and recording information.
- Highly developed interpersonal skills, including active listening skills.
- Demonstrated ability to effectively work through and make decisions to solve problems that may arise, including knowing when to escalate an issue.
- Demonstrated energy, enthusiasm and passion for working with people with disability.

Additional Information

- The organisation offers a Salary Packaging arrangement which allows employees to tailor their salaries to best suit their personal and financial needs.
- Vivid recognises that everyone has different responsibilities and needs. The organisation may work with individuals, whenever practicable, to provide flexible working arrangements which balance their requirements.
- All staff must participate in Vivid's Performance Appraisal Process.

Date: / /

Signed:

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Support Worker

Signed:

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Chief Executive Officer