



Position description template for general support work

This position description template has been developed to support use of the NDIS Workforce Capability Framework's Position Description Tool. This template is fully accessible for those who use assistive technology such as a screen reader. You can also [access the website](#) to view the Position Description Tool, the Framework and other resources.

Core capabilities

The below core capabilities are expected of any person working in general support work for the NDIS. Review them carefully. For more information about the capabilities, or to understand to a greater extent the behavioural indicators please visit the NDIS Workforce Capability Framework.

General support work

Our Relationship

- **Uphold participants' rights:** Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected.
- **Communicate effectively:** Support participants to express themselves and adjust your communication style to suit their needs and preferences.
- **Build trusted relationships:** Develop and maintain professional relationships with the participants' and others present in their lives (friends, family, etc.), based on mutual trust and respect.
- **Work collaboratively:** Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.

Your Impact

- **Show self-awareness:** Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice.
- **Work within your capabilities:** Know your role and responsibilities, and when to seek support from others to develop your capabilities.
- **Look after yourself:** Take care of yourself and manage your wellbeing.

Support Me

- **Understand what a good life means to the participant:** Find out what a good life means to participants' without imposing your own assumptions.
- **Support participants to make their own choices:** Support participants to understand, explore and think creatively about their options, and uphold their decisions.
- **Build the capacity of the participants' you work with:** Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.

Be Present

- **Observe and respond flexibly to the changing needs of participants':** Be present, pay attention to how the needs of participants may change, and respond accordingly.
- **Manage health and safety:** Support participants to look after their health. Take action and manage any health and safety risks to them or yourself.
- **Engage and motivate participants':** Support participants to build on their strengths and engage them in meaningful ways.

Check In

- **Review quality of support and service:** Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed.
- **Support participants to speak up:** Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.

Position description

Position type	General support work
Position title	
Work location(s)	
Employment type	

Working hours	
My values and expectations	
Pay range/award	



Position purpose

Key tasks and expectations

Key relationships

About me

My preferences

Essential requirements	
Qualifications	
Essential skills or experience	
Desirable skills or experience	

Additional identity capabilities

For this role in particular, the below identity capabilities are required. Tick as required.

Be responsive to participants' Aboriginal and/or Torres Strait Islander identity	
Be responsive to participants' culturally and linguistically diverse identity	
Be responsive to participants' LGBTIQ+ identity	

Additional specialist capabilities

For this role in particular, the below specialist capabilities are required. Tick as required.

Work with participants to explore and coordinate their supports	
Work with participants to explore and establish living arrangements that suit them	
Work with participants to develop health and allied health support plans	
Support participants to implement health and allied health support plans	
Support participants to implement their mealtime plans	

Support participants to implement their medication plans	
Support participants to implement positive behaviour support plans	
Support children who are NDIS participants' and their families	
Support participants with their psychosocial disability	
Support participants with their experience of trauma	
Support participants with their complex, challenging or changing social circumstances	