

# Position Description Tool

This guide will assist participants, providers and recruiters in creating job (position) descriptions that engage Aboriginal and Torres Strait Islander workers to support participants in receiving culturally relevant and respectful care.



# About this guide

This is a guide created from the NDIS Workforce Capability Framework (the Framework) online Position Description Tool to support the hiring of Aboriginal and Torres Strait Islander peoples. A job or position description says what tasks a worker is expected to do, and what skills and other requirements a worker should have to do a job well. This guide will also help participants – people who receive NDIS supports – to hire workers who understand and respect their culture.

There is a template at the end of this guide to assist with creating your own job description as a participant or for a participant.

Some things to keep in mind when working with or hiring Aboriginal and Torres Strait Islander people:

## What to consider:

- They may use practices such as storytelling to talk about important matters or need cultural protocols followed.
- They need to be engaged and supported in cultural and community life with appropriate support and services. They may also rely on local advice from Elders or community mentors or members.
- There is no one-size-fits all approach as the cultures, beliefs, practices, languages, kinships and ways of living will differ across location and community.
- They may have cultural beliefs, protocols or customs that could influence day-to-day support and who can provide it. This may include gender relationships, foods and rituals.

## Remember:

- Lived experience and skills of the worker are as important as formal qualifications.
- Family and community networks of the participant are important.
- Show how the position connects to the rest of the family and community.
- Show how the role supports the participant in their role in the household and family.
- Add cultural knowledge or protocols the worker needs to understand or follow in the position description.

The Framework highlights additional identity capabilities including 'Be responsive to my Aboriginal and Torres Strait Islander identity.' This means that when hiring workers you should include this in your position description. The capability explains that a worker should: "Understand and respond to my desired connection to culture, country and community. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to me, such as acknowledging the role I want my family and community to play in my life and decisions."



# Create your position description

When working with Aboriginal and Torres Strait Islander communities and people wherever they may live, you need to be aware of cultural protocols and considerations.



## Step 1

### What will you call this position?

A wide range of support positions are funded under the NDIS. You should always use clear and simple words such as 'Disability Support Worker' or 'Team Leader'. Also consider what words a potential worker may use when searching for jobs online.



## Step 2

### What does the worker need to do?

Write in 1-2 sentences what a person doing this position needs to do for a participant.

For example: The role is to support me with being independent in my home and includes helping me to learn new tasks around the home, helping me prepare my meals and participate in local community activities.

You should also be clear if the worker will need to understand cultural or community protocols or help with any cultural obligations for the participant. You do not need to describe the full list of responsibilities and tasks as this will be in 'Key tasks and expectations'.



## Step 3

### What type of worker do you need?

The Framework lists five main types of work. The same core capabilities may apply to roles at different levels or performing different tasks. Choose the type of worker most suited to the needs of the person being supported.

These include:

- General support work.
- Advanced support work.
- Ancillary work.
- Supervision and frontline management.





## Step 4

### What skills or knowledge does your worker need to have?

In this section of the position description, you will list or explain other skills, knowledge or training your worker should have. This may include capabilities listed as identity or specialised additional capabilities such as:

- Be responsive to participants' Aboriginal and Torres Strait Islander identity.
- Helping to create health and allied health support plans.
- Supporting a participant to implement mealtime or medication plans.
- Supporting the implementation of a positive behaviour support plan.
- Support me with my complex, challenging or changing social circumstances.
- Understanding how to provide trauma informed care.
- Support the participant's complex, challenging or changing social circumstances.



## Step 5

### Tell the worker about the person being supported

This is where you can include information about the participant (or yourself if you are a self-managing participant). This could include the Country the participant is from or living on, how they identify with family and community, and any key cultural information.

For example: I am a proud Yugambah woman with a physical disability who needs help getting ready each morning, being taken to health appointments and helping me with house and garden tasks. I love to go for assisted walks and am learning how to draw in a weekly art class.



## Step 6

### What do you expect from a worker and what are the participant's values?

This section lists the participant's values and expectations. Make sure you are clear about how you would like the person to behave or personality traits they should have. Include any cultural considerations such as how they can support connection to Country and any other key cultural protocols or considerations.

For example: I am looking for workers who are patient and supportive of me achieving my goals. I like to have a good yarn about my life and involve the worker in family activities. I want a worker who respects and encourages my connection to Country and participation in local activities embracing my culture.





## Step 7

### Key information

There is also some key information to include which is in the template. This may be work location, hours, type of employment, pay or salary.



## Step 8

### Give the worker some more information

These next areas of the position description are optional but can help you be clear about what you would like from workers.

### Key tasks and expectations

Here you can describe the main tasks for the potential worker. It is recommended a maximum of five are listed.

For example: The participant may need a lift to appointments or activities. They may also want a worker to teach them how to do household tasks or work with their family, community and Elders to implement supports. You do not have to reveal personal details of participant support needs.



### My preferences

Here you can outline any specific needs of yourself or the participant.

For example: I have a dog that you will need to be comfortable with and we walk every morning. I will also need you to help me attend Yarning Circles in my local community.



## Key relationships

Although this is optional, this is very important to include. The participant may have members of their family that need to be known by the worker. If the worker will have regular contact with family or members of the community, you should include this.

## Essential requirements

List any essential requirements for the position – this is anything they need to perform the role such as worker screening, qualifications, skills or experience they must have. You may also consider asking for a National Police Check rather than worker screening for some roles or encourage potential workers to undergo the [Self-Assessment Tool](#) for Potential Workers.

## Where to next?

Now that you have thought about what you need and want, you can complete the template provided.

You can also visit the online [Position Description Tool](#) to use the interactive version.





# Position description template

**Position type:**

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**Position title:**

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**Work location(s):**

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**Employment type:**

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**Working hours:**

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**My values and expectations:**

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**Pay range/award:**

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## Position purpose

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## Key tasks and expectations

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## Key relationships

(include any specific cultural or Country relationships you want to maintain)

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## About me

(include information about what Country you are from, how you identify and any key information about your connection to Country and community)

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## My preferences

### Essential requirements

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### Qualifications

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### Essential skills or experience

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### Desirable skills or experience

(here you can include any cultural knowledge or protocols you would prefer a worker to have)

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# Core capabilities

The below core capabilities are requirements for any person working in General Support Work for the NDIS. For more information about the capabilities, or to understand the behavioural indicators to a greater extent please visit the [NDIS Workforce Capability Framework](#).



## Our Relationship

- Uphold participants' rights
- Communicate effectively
- Build trusted relationships
- Work collaboratively



## Your Impact

- Show self-awareness
- Work within your capabilities
- Look after yourself



## Support Me

- Understand what a good life means to the participant
- Support participants to make their own choices
- Build the capacity of the participants you work with



## Be Present

- Observe and respond flexibly to the changing needs of participants
- Manage health and safety
- Engage and motivate participants



## Check In

- Review quality of support and service
- Support participants to speak up



# Specialist capabilities

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

## Be responsive to my Aboriginal and Torres Strait Islander identity





## Position Description Tool

For more information, guidance or access to the templates mentioned in this guide, visit the online [Position Description Tool](https://workforcecapability.ndiscommission.gov.au)



[workforcecapability.ndiscommission.gov.au](https://workforcecapability.ndiscommission.gov.au)



[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



1800 035 544



NDIS Quality and Safeguards Commission

PO Box 210 Penrith  
NSW 2750

