

Position Title	Lifestyle Support Worker
Position Type	General Support Work
Reporting To	General Manager Service Delivery
Work Location(s)	Clarence Valley, Coffs Harbour and surrounding areas
Employment Type	Part Time/Casual
Working Hours	As per Employment Agreement
Work Setting(s)	Individual participant(s) home, Group home(s), Community settings, Activity centre(s), Other
About Livable	At Livable, our work is guided by our core values. These principles shape our service delivery, relationships, and commitment to supporting people with dignity and purpose: • Compassion – We show kindness, empathy and respect the dignity of others • Innovation – We seek to improve the customer experience through collaboration and creativity • Integrity – We are ethical, honest, professional and transparent. • Excellence – We strive to continuously improve what we do All staff are expected to embody these values in their daily work, creating a culture that is inclusive, empowering, and outcome-focused.
Pay Range/award	SCHADS Level 2

Position Purpose

As a Lifestyle Support Worker with Livable you will assist people of all ages and abilities to achieve their goals and aspirations through;

- Community Participation
- Personal Development
- Positive behaviour support
- Household tasks and personal cares

Key Accountabilities and Responsibilities

- Comply with the Livable Code of Conduct and NDIS Code of Conduct to support participants in ways that are respectful and inclusive
- Provide assistance to customers, either within their home or while accessing community to meet their need for social contact and/or accompaniment in order to participate in community life
- Provide personal care assistance with bathing/showering, hygiene, dressing, grooming, lifting, mobility, and other personal care tasks such as assisting with the fitting of aids or assisting people to eat meals

- Undertake domestic duties such as vacuuming, cleaning, laundry, food preparation and shopping
- Prompt and monitor customers taking their medication
- Provide transport support to enable customers to access community, social activities and medical appointments
- Maintain effective personal boundaries with customers and their key support networks

Eligibility Criteria

Essential Requirements	NDIS Worker Screening Check (State-based), Current Driver's Licence, Working with Children's (WWC) check Comprehensive/third party property car insurance.
Qualifications	• Certificate III Individual Support • Certificate III Community Services • Equivalent recognised Certificate III qualification
Essential Skills or Experience	• Ability to navigate mobile phone applications • Ability to produce concise, factual shift notes • Current drivers licence and willingness to travel as required
Desirable Skills or Experience	• Lived experience of disability or mental health
Organisational Relationships	Direct Service Leaders, Senior Direct Service Leaders, Aged Care Co-ordinators, Senior Aged Care Co-ordinators, Team Leaders, Scheduling Team, Finance and Human Resources

KPIs

No.	KPI Area	SMART KPI and Target	Timeframe / Review Frequency	Sample Evidence
1	Shift Sign-In	Sign in using Livable's approved system at the commencement of 100% of rostered shifts. Report any system issue or missed sign-in to the relevant Leader before the end of the shift.	Each shift; reviewed monthly	Electronic sign-in records; roster records; system issue reports; Leader follow-up.
2	Case Notes	Complete accurate, factual and participant-focused case notes for 100% of rostered shifts before signing out, unless an emergency or system issue prevents completion. Complete and report any delayed case notes within the timeframe directed by the relevant Leader.	Each shift; reviewed monthly	Case-note audit reports; participant records; correction records; Leader feedback.
3	Shift Sign-Out	Sign out using Livable's approved system at the completion of 100% of rostered shifts. Report any incorrect or missed sign-out as soon as practicable.	Each shift; reviewed monthly	Electronic sign-out records; roster records; payroll exceptions; correction requests.
4	Mandatory Worker Checks	Maintain a current NDIS Worker Screening Check and Working with Children Check where required. Provide renewal evidence before the existing	Ongoing; reviewed quarterly	HR compliance register; clearance records; renewal applications;

		clearance expires and immediately report any change affecting eligibility.		employee notifications.
5	First Aid and CPR	Maintain current First Aid and CPR qualifications and complete required refresher training before the applicable expiry date.	Ongoing; reviewed quarterly	Qualification certificates; HR compliance register; training attendance records.
6	Mandatory Training	Complete 100% of assigned mandatory training, including applicable NGO Training Centre modules, by the nominated due date. Raise any access issue or barrier with the relevant Leader before the due date.	Monthly monitoring; quarterly review	Learning management reports; NGO Training Centre records; certificates; approved extensions.
7	Hazard and Incident Reporting	Report identified hazards as soon as practicable and complete required hazard or incident reports before the end of the shift, where reasonably possible. Immediately escalate serious incidents and prioritise participant safety and emergency response.	Each occurrence; reviewed monthly	Hazard and incident reports; escalation records; corrective actions; Leader review.
8	Medication Support	Follow the participant's medication documentation and Livable's medication procedures during 100% of shifts involving medication support. Immediately report medication errors, omissions, refusals or discrepancies.	Each applicable shift; reviewed monthly	Medication records; competency records; incident reports; medication audits.
9	Participant Support Plans	Deliver supports in accordance with each participant's current support plan, behaviour support plan, health plan, risk assessment and documented preferences during 100% of rostered shifts. Escalate any unclear, outdated or conflicting instruction.	Each shift; reviewed monthly	Case notes; support-plan audits; observations; participant feedback; escalation records.
10	Professional Boundaries and Conduct	Maintain professional boundaries and comply with Livable's policies and the NDIS Code of Conduct at all times. Immediately disclose any actual, potential or perceived conflict of interest, personal relationship, financial transaction, gift or boundary concern.	Ongoing; reviewed quarterly	Supervision records; declarations; complaints records; incident reports; participant feedback.
11	Attendance, Punctuality and Shift Changes	Attend at least 95% of accepted rostered shifts and be ready to commence at the scheduled time, excluding approved leave and circumstances reasonably outside the employee's control. Follow Livable's notification process for any absence or requested shift change.	Each shift; reviewed monthly	Rosters; attendance records; leave records; late-arrival reports; notification records.
12	Handover and Escalation	Provide an accurate and relevant handover for 100% of shifts where handover is required. Immediately escalate urgent concerns and report non-urgent changes in participant health, behaviour, presentation or wellbeing before the end of the shift.	Each shift; reviewed monthly	Handover records; case notes; communication logs; incident reports; Leader feedback.

The employee is required to comply with Livable Limited's Code of Conduct, policies, procedures, standards, values and lawful and reasonable directions, as amended from time to time. The employee must also comply with all applicable legislative, regulatory, safeguarding, work health and safety, privacy and quality requirements relevant to the position.

The duties and responsibilities contained in this Position Description are not exhaustive. The employee may be required to undertake other duties that are within the employee's skills, competence, experience and classification, where those duties are lawful and reasonable.

Employee Acknowledgement

By signing this Position Description and Key Performance Indicators document, I acknowledge that:

- I have read and understood the position purpose, key accountabilities, responsibilities, eligibility requirements and performance expectations contained in this document;
- I have had the opportunity to ask questions and seek clarification about the requirements of the position;
- I agree to perform the duties of the position to the best of my ability and to work reasonably towards achieving the stated Key Performance Indicators;
- I will comply with Livable Limited's Code of Conduct, values, policies, procedures, standards and all lawful and reasonable directions, as amended from time to time;
- I will comply with all legislative, regulatory, safeguarding, information security, privacy, work health and safety, quality and professional requirements relevant to the position;
- I understand that my performance will be reviewed against the requirements and reasonable performance expectations contained in this document;
- I understand that the duties and Key Performance Indicators may be reviewed and reasonably amended following consultation, having regard to Livable's operational requirements, my skills and competence, my employment classification and applicable workplace obligations; and
- I understand that this document should be read together with my employment contract.

My signature confirms that I have received, read and understood this document. It does not remove or reduce any entitlement or obligation arising under applicable legislation, the National Employment Standards, an applicable industrial instrument or my employment contract.

Approval and Employee Acknowledgement

Manager Name:	Employee Name:
Signature:	Signature:
Date:	Date: