



Job Package

Support Worker

Position title	Support Worker
Job Type	Casual and/or Permanent up to 38 hours per week
Award	Social, Community, Home Care and Disability Services Industry Award
Location	Work in the Community or Participants Home

Butterfly House

Butterfly House provides human-centred support services across Australia, offering individually tailored, strengths-focused, and trauma-informed care. Our approach is inspired by leading-edge practices and social innovations, ensuring that every person we support can live with dignity, choice, and independence.

We believe in compassionate collaboration, co-creating meaningful solutions that empower individuals to thrive in their homes and communities. Our commitment to investing in our people and recognising their unique gifts fosters an environment of growth, learning, and excellence. Through an intentional culture of connection and continuous development, Butterfly House is dedicated to making a lasting difference in the lives of those we support.

Role of Support Worker

- The House Co-ordinator provides day-to-day leadership and operational oversight within Butterfly House's Supported Independent Living (SIL) homes.
This role ensures that participants receive consistent, person-centred, and high-quality supports in line with their individual goals, NDIS Practice Standards, and Butterfly House values.
- Working closely with the Area Co-ordinator, the House Co-ordinator mentors Support Workers, coordinates rosters, monitors service quality, and upholds compliance

requirements while fostering a warm, inclusive, and empowering home environment for participants.

- **Key focus areas:**
- Lead, guide, and support Support Workers to deliver safe and effective daily supports.
- Ensure participant plans are implemented, monitored, and reviewed regularly.
- Maintain effective communication with families, guardians, and stakeholders.
- Oversee home operations, rostering, budgeting, and WHS requirements.
- Model the We-Flow culture and embody trauma-informed, strengths-based practices.

Essential Criteria

- 2 years' experience supporting people in a related sector including with a disability, mental illness, community services, aged care, residential or rehabilitation environment.
- Experience supporting participants with high needs
- Exceptional communication skills, with the ability to recognise and interpret non-verbal cues
- A clear understanding of professional boundaries and restrictive practices
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure.
- Effective written and verbal communication skills and a demonstrated ability to write clear case notes.
- Fit, energetic, and enthusiastic individual who can see the potential in people.
- Apply a person-centered approach when supporting Participants in their own home and/or out in the community.
- Experience working with allied health therapists and other stakeholders in supporting participants to reach their goals.
- Understanding of mandatory reporting responsibilities
- Ability to travel and to work flexible hours as required (e.g. shift work)
- Reliable vehicle with comprehensive insurance
- Good computer literacy skills in Microsoft Office
- Understanding and implementing Workplace Health Safety policy and procedures
- NDIS Quality and Safeguard Commission training requirements (you will need to create your own log in to complete this training)
- NDIS Worker Orientation Module- <https://training.ndiscommission.gov.au/>
- NDIS Worker Screening <https://www.ndiscommission.gov.au/workers/worker-screening/where-apply-worker-screening>
- Working with Children's Check
 - NSW - <https://www.service.nsw.gov.au/transaction/apply-working-children-check>

Desirable

- Qualification Cert 2 or 3 - Disabilities, Individualised Supports, Aged Care, Mental Health, or related field

Enquiries

Application Enquiries – Human Resources email hr@butterflyhousecollective.com.au

Guide for applicants

Butterfly House observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience.
 - A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).
2. Complete application along with relevant qualifications and associated documentation to be sent to: hr@butterflyhousecollective.com.au

Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.

Position Description

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Purpose of position

The main duties of a Support Worker include, but not limited to:

- Assisting participants with daily living tasks and independent skills.
- Provide personal care: personal hygiene and grooming.
- Support with light domestic duties including meal preparations and cleaning.
- Provide transport to appointments and/or facilitate community outings.
- Arranging social activities with participants.
- Delivering individual support plans.
- Documenting services delivered, incidents and reports.

Tasks and Typical Activities

- Identify and build on people's gifts, strengths, passions and interests
- Support individuals to gain the skills needed to achieve their preferred future
- Design skill development programs in consultation with people's circle of support
- Develop an understanding of the key issues the person is experiencing
- Actively support individuals to build and maintain relationships
- Work in partnership with governments and other organisations
- Promote positive, person-centered active support
- Actively participate in and develop strategies to inform planning
- Participate in team meetings, monitoring, evaluation and co-design activities

Reporting relationship and accountabilities

The Support Worker will:

- Be responsible to the relevant Butterfly House, House Co-ordinator
- Implement strategies set by the House Co-ordinator to achieve the goals of participants and/or Butterfly House
- Adhere to the Support Worker position description and the staff Code of Conduct
- Participate in the day-to-day operations of the agency, including attendance at Team Meetings and regular Supervision.

Specific tasks and responsibilities

The Support Worker will:

- Assist participants with daily living tasks, including personal care, hygiene, and grooming.
- Support participants in developing independent living skills through tailored guidance and encouragement.
- Perform light domestic duties, such as meal preparation and household cleaning.
- Provide transport to appointments and facilitate community outings and social activities.
- Implement individual support plans to help participants achieve their goals.
- Build and maintain positive, supportive relationships with participants and their families.
- Document services delivered, report incidents, and maintain accurate records.
- Promote a safe, inclusive, and empowering environment for participants.
- Undertake internal training opportunities provided by Butterfly House including, but not limited to:
 - Conscious Care & Support
 - Person Centred Practices
 - Ausmed Tutorials
 - We Flow Tutorials

Butterfly House - Purpose and Goals

Butterfly House provides individually tailored, innovative, and safe support options for people experiencing disability and mental health challenges. We are passionate about creating solutions that make a meaningful difference.

Our focus is on redefining perspectives and breaking down barriers, ensuring that individuals and communities can thrive. We believe that everyone deserves the opportunity to live a full and enriching life, and we are committed to co-creating pathways that empower and uplift.

Butterfly House's Whole-Hearted Goals:

1. Provide professional, high-quality services that meet the unique needs of individuals, their families, and carers.

2. Ensure that the voices of those we support are heard, respected, and understood through a truly inclusive approach.
3. Be recognised within the community as a trusted, reliable, and attuned provider.
4. Operate with integrity and excellence within the National Disability Insurance Scheme Rules and all relevant Australian and state-based legislation, regulations, and guidelines.

Butterfly House Vision

Butterfly House challenges the status quo and pushes boundaries by sharing wisdom and knowledge. We cultivate an intentional culture of compassion, collaboration, and connection, strengthening both individual and community networks.

Butterfly House Mission

Butterfly House is dedicated to ensuring that every individual feels seen, heard, and understood. Through a foundation of mutual respect, trust, and honesty, we create inclusive spaces where everyone can find a sense of belonging and live a fulfilling life.

Butterfly House Principles of Service

At Butterfly House, our approach to service is guided by principles that uphold the rights, dignity, and well-being of the people we support, as well as their families and carers. We are committed to:

- Upholding Rights and Equity - Ensuring that every individual has access to social justice, economic and social equality, and self-determination, free from discrimination based on religion, gender, race, sexuality, or disability.
- Delivering High-Quality, Needs-Based Support - Providing services that are responsive, fair, and tailored to the unique needs and goals of each person.
- Building Inclusive and Connected Communities - Fostering strong, collaborative networks that create meaningful opportunities for belonging and participation.
- Person-Centred and Strengths-Based Planning - Designing supports that prioritise the safety, emotional well-being, and empowerment of individuals through flexible and personalised approaches.
- Culturally Responsive Practices - Respecting and valuing the diverse backgrounds, traditions, and experiences of the people we support by ensuring interactions are culturally appropriate and inclusive.
- Collaborative Decision-Making - Partnering with individuals, families, and stakeholders to co-create solutions that align with personal goals and community needs.
- Commitment to Growth and Innovation - Continuously improving our services through ongoing evaluation, feedback, and the integration of best practices.

Employee Signature:

Date:

