

Job Family	Role	Alternative role names	Description of role	Entry requirements/ Qualifications/Skills
Frontline Support	Direct Support Worker	Disability Support Worker, Community House Worker, Community Support Worker, Residential Support Worker, Home Care Worker, Respite Worker	Direct support workers facilitate the development and enhancement of independent living and other skills to enable their clients to maintain their independence and/or realise their goals. They provide this support in a wide range of services and settings: from a client's home to a hostel, group home, community day program, respite centre and more.	<p>Strong communication skills.</p> <p>Integrity, ethics and a non-judgemental approach.</p> <p>Commitment to support and encourage people as they explore new opportunities.</p> <p>Empathy, discretion, self-confidence and resilience.</p> <p>A holistic view of the person and respect for boundaries.</p> <p>Flexibility, adaptability, and a willingness to try new things.</p> <p>Ability to build rapport with a diverse range of people.</p> <p>Ability to build relationships and trust.</p> <p>Creative approach to problem solving.</p> <p>Ability to work as part of a team.</p> <p>Ability to work in a changing and challenging environment.</p> <p>Entry qualifications are not mandatory and much training is available. However, some organisations prefer staff to enter with or enrol in training for a Certificate III or IV in Disability during the first year of employment. A driving licence is desirable and First Aid Certificate is a desirable required qualification.</p>
	Direct Support Team Leader	Direct Support Supervisor, Senior Direct Support Worker, Service Coordinator,	Team Leaders usually have combined responsibility of providing leadership and supervision for Direct Support Workers and of providing support to the service users. Team Leaders usually have experience as Direct	<p>Direct Support background.</p> <p>Great communication skills.</p> <p>Ability to work with and manage others.</p> <p>Ability to act as a mentor to team members.</p>

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Frontline Support (continued)	Direct Support Team Leader (continued)	Program Coordinator	Support Workers and are responsible for ensuring programs and services are implemented correctly.	Organisational and time management skills. Excellent communication skills. Good communication skills. Ability to co-ordinate activities, plan and budget. Computer skills are desirable. Desire to work towards Certificate IV in Frontline Management.
	Program Facilitator	Program Coordinator, Program Attendant, Community Educator, Social Educator	Program Facilitators plan, organise and coordinate recreation facilities and programs such as art, drama, music, photography, sport, dance, events, educative trips, experiences, skill building courses, holidays, open days, and gardening projects. These programs assist clients to actively participate in the community by helping them acquire new skills and abilities, pursue their interests, and achieve their goals. In some instances, these programs are offered as a means of social participation when community involvement through employment is not possible.	Excellent oral and written communication skills. Great organisational skills. Able to motivate and supervise other people. An interest and skills in a specific area such as swimming, outdoor recreation, arts or gardening is desirable.
	Employment Development Officer	Employee Services Co-ordinator	Employment Development Officers support people with disabilities in the workplace by providing information and facilitating training in the skills required to obtain and maintain employment. These include communication and presentation skills, interview techniques, and job search assistance.	Excellent communication and interpersonal skills. Training experience. Good computer skills. Certificate IV in Training and Assessment.
	Business Unit Aide		Business Unit Aides provide face-to-face support within the workplace for clients employed in Australian Disability Enterprises, with skills like	Capacity to support and encourage people as they explore new opportunities. Empathy, discretion, self-confidence and

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Frontline Support (continued)	Business Unit Aide (continued)		personal care, training and meal support.	resilience. A holistic view of the person and respect for boundaries. Flexibility, adaptability, and a willingness to try new things.
	Case Manager	Case Worker, Community Education Worker, Advocacy Worker, Client Care Coordinator	<p>Case Managers look at the complex care needs of clients who may require several different services. They solve problems, find solutions and recommend services in an ongoing case management role, ascertaining what services the client may require, what they are entitled to and how they can access them. This role often sees the Manager liaising with clients, their families and services, connecting the client to services based on their needs.</p> <p>Depending on the client's situation, Case Manager's role can involve short to long-term relationship with the client and their family.</p>	Effective and culturally appropriate communication skills. Problem solving skills. Good computer skills. Excellent organisational skills. Allied Health qualifications are desirable.
Frontline Professionals	Occupational Therapist		Occupational Therapists assist individuals to participate in the activities of everyday life. Occupational therapists achieve this outcome by enabling people to do things that will enhance their ability to participate or by modifying the environment to better support participation.	Ability to work independently and as part of a multidisciplinary team. Excellent interpersonal and communication skills. Ability to develop collaborative relationships with clients, their families and other service providers. Organisational and time management skills. Tertiary qualifications in Occupational Therapy.

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Frontline Professionals (continued)	Occupational Therapist (continued)			Eligibility for registration with Australian Association of Occupational Therapists.
	Psychologist		Psychologists are tertiary qualified experts in human behaviour and mental health. They perform a range of activities including providing cognitive-behavioural therapy, behavioural intervention and developing programs to support people with disabilities or mental health issues.	Excellent communication skills. Problem-solving skills. Patience and perceptiveness. A patient and tactful approach to their clients. Tertiary qualifications in Psychology. Eligibility for registration with NSW Psychologist Registration Board.
	Social Worker		Social Workers liaise with clients and their families to connect them with appropriate social services that will improve their quality of life.	Good interpersonal skills. Excellent communication skills. A sound knowledge of social services and the systems that operate them. Tertiary qualifications in Social Work. Eligibility for membership in Australian Association of Social Workers.
	Counsellor		Counsellors assist people to better understand themselves by explaining options, setting goals and helping them to take action. Counsellors work with clients and their families providing them information about services in their area and supporting them in being more independent and enhancing their quality for life. They can provide training and advice on managing challenging behaviours.	Empathetic, caring, patient and understanding Good communication skills. Maturity, insight and experience. Good life-coping strategies and ideas. Empowerment skills. Ability to support and facilitate client's personal growth and development without dependency. Tertiary qualifications in Counselling or Psychology.

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Frontline Professionals (continued)	Speech Pathologist		Speech Pathologists evaluate and treat people with communication and swallowing difficulties. They often help rehabilitate speech following stroke and support people whose physical disability may impede their swallowing. Speech pathologists provide specialist support services to people with a disability and their families, enabling them to improve their quality of life and participation in the community.	Excellent written and verbal communication skills. Current driver's licence is often a requirement for employment. Tertiary qualifications in Speech Pathology. Eligibility for registration in Speech Pathology Australia.
	Physiotherapist		The Physiotherapist's role involves the teaching of movement skills, organising equipment to help client's walk or move, or completing gross motor activities. Physiotherapist may assist relatively mobile clients with gross motor skills so they can participate in games and sport. They may also assist clients with a significant disability move into positions where they can interact with the world and utilise the movement they have. Physiotherapists may undertake their work in a client's home, in schools, in residential settings or in a range of other service settings. It can involve developing and implementing individual hands-on programs, to establishing programs to be carried out by clients at home.	Good interpersonal and communication skills. Level of physical fitness and health. Problem-solving skills. Tertiary qualifications in Physiotherapy. Eligibility for registration with NSW Physiotherapists Board.
	Podiatrist		Podiatrists diagnose and treat disorders of the foot and ankle. Podiatric specialties include the treatment of conditions which may be triggered by an injury or the onset of ageing.	Communication skills. Tertiary qualifications in Podiatry.
	Dietician		Dieticians assist individuals, groups and communities to attain, maintain and promote health through good diet and nutrition.	Enjoy food and food preparation. Interest in health and wellbeing. Good communication skills.

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Frontline Professionals (continued)	Dietician (continued)			Able to work as part of a team. Aptitude for science. Tertiary qualification in nutrition and dietetics.
	Registered Nurse		<p>A Registered Nurse is responsible for the coordination of client and clinical services, and supporting the Nurse Manager in the day-to-day administrative processes.</p> <p>It can include:</p> <ul style="list-style-type: none"> • Coordinating service provision. • Monitoring staff, providing feedback, advice, training and support. • Implementing plans for the health and well being of clients. • Management, medication, health care plans and nutrition. • Implementing policy, processes, staff briefings, training, monitoring. • Process and protocol development records management and stakeholder communication. • Strengthening the partnership between families. <p>Nursing is a hands-on position, undertaken as a team working in small groups to give support to clients. This may be provided in large residential settings or in smaller group homes.</p>	<p>Well-developed interpersonal skills to support and encourage clients to make their own choices.</p> <p>Good communication skills to liaise with clients, their families and other staff, to ensure a client's needs are met.</p> <p>Knowledge and understanding of the needs of people with a disability along with relevant legislation including the Disability Services Act 1993.</p> <p><i>Assistant in Nursing</i></p> <p>Level III Certificate in Aged Care (Assistant in Nursing).</p> <p>Current First Aid Certificate.</p> <p>Current driving licence.</p> <p>Willingness to undertake further training</p> <p><i>Registered Nurses</i></p> <p>Tertiary qualifications in nursing.</p> <p>Eligibility for registration with the NSW Nurses Registration Board.</p> <p>Current driving licence.</p>
	Enrolled Nurse		Enrolled Nurses work as part of a team who are collectively responsible for clients' health and	Current enrolment on List A of the Roll of Nurses with the Nurses' Registration Board.

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Frontline Professionals (continued)	Enrolled Nurse (continued)		<p>wellbeing. They also support clients' access and integration in the community and foster their links with family, school, sport and recreation, and other services. Enrolled Nurses support clients learning new skills and empower them to overcome fears of doing things many of us take for granted.</p> <p>Nurses may help clients to settle permanently within the community. Enrolled Nurses may work in residential or community settings, and support groups or individual clients.</p> <p>Some duties involve:</p> <ul style="list-style-type: none"> • Feeding, bathing, positioning and exercising; • Observing and recording people's health status, behaviour and activities. • Recognising and reporting departures from a person's usual health status. • Collecting specimens for pathological examinations. • Giving general support to people to enable them to live full and rewarding lives and participate in their communities. • Implementing health and/or treatment plans and regimes and training programs. 	Certificate IV in Disability (or willingness to obtain). Current driving licence.
Transport and Facilities	Domestic Assistant		Domestic Assistant provides domestic support and personal care to people living in their own homes. Tasks include supervising clients with showering, dressing, personal hygiene, taking their medications and achieving other daily tasks. It may also involve assisting clients with their shopping, taking them on outings in their local area and providing 'carer respite' for their families and carers.	Caring and supportive attitude. Respect for the rights of others. Able to perform domestic duties efficiently. Effective listening and customer service skills. Adaptability. Able to relate well to people who are elderly, infirm, have a disability or who may be

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Transport and Facilities (continued)	Domestic Assistant (continued)			recovering from an illness or operation.
	Gardener	Grounds Maintenance	Gardeners' tasks involve lawn mowing and garden maintenance, as well as assisting Home Maintenance staff and remove waste, furniture, equipment as required, as well as maintaining stormwater drains and pools.	Ability to work independently or as a part of a professional, close knit team. Willingness to work outdoors. Ability to respect the confidentiality of clients.
	Cleaner		Cleaners perform basic cleaning duties such as dusting, vacuuming, mopping hard floor areas, wiping over bench tops, cleaning out fridges, cleaning ovens, washing and ironing.	Current driving licence is desirable but not essential.
	Home Maintenance Handyperson		A job as a Home Maintenance Handyperson includes changing light bulbs, fixing taps, and other ad-hoc chores that clients may not be able to undertake themselves. More specialised Home Maintenance services involve minor carpentry, plumbing and electrical work, external maintenance (e.g. fences, gates, paths, one-off yard and rubbish clearance, cleaning of gutters), roofing (e.g. tiles, corrugated iron, flashings), repair of appliances, fittings and furniture (e.g. kitchen cupboards, chair backs), and internal and external painting.	Driving licence. A full builders/ contractor's licence is necessary to provide the majority of Home Maintenance services. Other professional licences are required to carry out specialist work (i.e. electrical wiring, plumbing, gas-fitting, air conditioning and refrigeration). All Home Maintenance service provider employees, volunteers and subcontractors must undergo a police check prior to commencing work.
	Home Maintenance Handyperson (continued)			
Home Modification Tradesperson			Home Modification Tradespeople help construct the modifications that have been identified by Occupational Therapists that are needed to allow the client to continue living at home. These may include access modifications – ramps, handrail and doorway adjustments, bathroom and kitchen modifications, electrical modifications, and	Persons who carry out specialist work (i.e. electrical wiring, plumbing, gas-fitting, air conditioning and refrigeration) require a licence. All Home Modification service provider employees, volunteers and subcontractors must

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Transport and Facilities (continued)	Home Modification Tradesperson (continued)		modification of gardens to make them more accessible.	undergo a police check prior to commencing work.
	Cook/Kitchen hand	Food Service Assistant, Catering Assistant	Preparation of the meals for the volunteer meal services. Assistance with preparation and cooking of food in client's own home.	Catering assistants and kitchen hands are usually volunteers who do not require qualifications.
	Driver		Drivers in community care and the disability sector deliver meals, laundry and goods, as well as drive community transport to assist people with shopping, doctor appointments, and group outings.	Full driving licence. Sometimes LR licence.
Administration	Administrative Officer	Office Manager, Receptionist	Duties include databases use, service coordination, changes of appointments, phone calls, reception, managing office suppliers, stationary, and maintenance.	Basic computer skills and solid organisational skills. A people person.
	Receptionist	Personal Assistant, Office Manager, Administration Assistant	Duties can include databases use, service coordination, changes of appointments, phone calls, reception, managing office suppliers, stationary, maintenance, building security. Staffing and rostering; admin. May still deal with clients directly – fill in for personal care, jump in to programs if required.	People skills. Ability to organise tasks and people. Strong multi tasking. Basic IT and phone skills. Ability to take meeting minutes. Experience is advantageous but not a pre-requisite.

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Administration (continued)	Human Resources Administrator	HR Coordinator	Supporting the wider HR team with admin support specifically around HR related topics such as, employment contracts, OHS, performance reviews, learning and development, Likely to be the first point of contact for employee enquires and senior management.	HR degree or currently studying. This is an entry role and it may be open to graduates or alternatively a more focused administrator role with transferable skills from a office manager role.
Corporate/ Management	Human Resources Professional	HR Manager, HR Generalist, L&D Manager, OD Manager, Head Of HR, HR Director	Responsible for managing and implementing policies, processes, strategy in relation to human resources/ staffing. Dependent on scale, roles can be functional specialists e.g. L&D, OD, (learning and development, organisational design) OHS (occupational health and safety). Head of HR or Director of HR role, will likely be part of the senior leadership team and contribute to the setting and implementation of organisational strategy	Given the wide range of specialists to generalists across this job family. The requirements qualifications will reflect this e.g. learning and development specific qualifications/ experience. Most HR professionals will have studied human resources as a university subject; however experience is as valuable as qualifications. What is clear across all organisations is all experience is very transferable into the sector, and other industry experience can add great value as can current sector experience.
	Open Employment Consultant		Open Employment Consultants support people with disability in entering workforce by training and placement in roles. Open Employment Consultants may also work with organisations who employ people with disabilities to ensure that the workplace is set up appropriately.	Great written and oral communication skills. Ability to build rapport and demonstrate empathy. Commitment to support and encourage people as they explore new opportunities and enter the workforce. Good computer skills.
	IT Professional	Helpdesk Support, Network Support, Network Manager, Infrastructure Manager, Applications	The IT job family is vast. It stretches from basic user support on software we have on our home computers, to advanced specialist knowledge around networks and specific products such as Cisco, Citrix, and Microsoft to Apple.	IT professionals will have solid qualifications in the specialist areas from MCPs (Microsoft Certified Professional) to specific product expertise. Degrees/ diplomas in Information technology are common but experience is very valuable especially in senior management roles.

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Corporate/ Management (continued)	IT Professional (continued)	Manager, Project Manager, Business Analyst, Head Of IT, CIO , CTO (and many more)	Management roles can be more focused on staff management of these specialist / experts. This does not mean that some management roles do not require 'hands on' ability. This is dependent on scale and size of the organisation.	
	Accounting/ Finance Professional	Book Keeper, Management Accountant, Financial Controller, Chief Finance Officer	Responsible for the management of funds within the organisation. Reporting is common place.	From basic book keeping qualifications such as MYOB, to management accountants who are CPA qualified it is very rare to find accounting/ financial professionals without the appropriate qualification. This is due to regulation and of course the high importance of accurate financial management within the NFP sector
	Public Relations Professional	Communication Consultant	Managing a company's internal and external PR – such as dealing with media such as TV, newspaper, radio. The key purpose of this role is to ensure fair and accurate reporting on the organisation, as well as positive promotion of the organisation through these mediums.	Basic qualifications in PR are available, however these skills tend to be acquired through experience. The experience of other sectors would add value to this sector. However, experience in this sector is equally valuable
	Marketing Professional	Marketing Consultant, Marketing Manager, Sales and Marketing Director	The core responsibility here is to create interest and awareness of the organisation through marketing to desired audiences from private/ public funding to clients around new or improved services.	A marketing degree/ diploma are common place, with solid experience in either consultancy or directly in organisations. There is a demand for these skills in this sector to promote organisations as service providers to clients and their families, to Australian businesses (ADEs), to the community (e.g. fundraising) and to job seekers.
	Sales Professional, Management	Business Development Manager, Sales Director , Sales	Sales are focused on ensuring the commercial plan of sales of services or products are achieved to ensure the existence and growth of the organisation.	Sales qualification tend to be on-the-job courses, such as spin selling, the art of closing. Roles will require specialist knowledge depending on the area of sales as well as good

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Corporate/ Management (continued)	Sales Professional, Management (continued)	and Marketing Director		people skills and confidence to negotiate.
	Executive	Chief Operating Officer (COO), Chief Executive Officer (CEO), Managing Director (MD)	This is the figure head of the organisation, with ultimate responsibility for the continued service of the organisation and the improvement and growth of it.	Experience is the key for these roles. This may be in senior leadership roles within or outside the sector, with high levels of achievement demonstrated through leadership.