

Careers in the Disability Support Sector

*An easy read guide for employment
service providers*



1. Table of Contents

Understanding the Bundaberg, Wide Bay and Burnett opportunities	4
Ascertaining job seeker interest.....	4
FOR YOUNG JOB SEEKERS: Stories of young people working in disability support in their own words.....	5
FOR CAREER CHANGERS: Mature job seekers and their experience career changing	5
WHY WOULD ANYONE DO THIS JOB? Ways to show a day in the life.....	5
Answers to some simple FAQs and blogs.....	5
Establishing job seeker suitability	6
Suitability Criteria (Self-Check).....	7
Preparing job seekers to gain employment.....	8
WHERE COULD THESE ROLES LEAD?.....	8
Keeping up to date.....	9

1

Understanding the local opportunity

Talking to jobseekers about our local projections

2

Ascertaining job seeker interest

Tools you can use to present options, address misconceptions and raise awareness

3

Establishing job seeker suitability

Identifying and screening the job seekers most likely to be successful

4

Preparing job seekers to gain employment

Training and skilling options

5

Keeping up to date

Build relationships and staying informed with the disability sector

1. Understanding the Bundaberg, Wide Bay and Burnett opportunities

The new NDIS system for supporting people with a disability is predicted to have a profound effect on workforce.

It is estimated that in the coming years that one in five of all new jobs created will need to be in the disability sector

(NDIS Costs Position Paper 2017)

The greatest bulk of the new roles are expected to be for individual support workers who work directly with people with a disability and their families.

There will also be additional demand for therapists and within allied health sectors.

For more information see <http://workabilityqld.org.au/wp-content/uploads/2016/12/Local-Workforce-Profile-Central-Queensland.pdf>

2. Ascertaining job seeker interest

Local engagement suggests that awareness of the disability support sector as a potential career may be low.

Job seekers may not know what disability support work involves, what pathways exist or what skills and attributes may make them suitable.

However, job consultants can play an integral role in identifying people who would be successful in the disability support sector and giving them the opportunity to consider this new possibility.

Are they interested in everyday support? Job support? Specialist support? Or administration & management?

Tri-fold brochures for use with job seekers, exploring each of these areas, is available on the Careers in Disability website <http://www.careersindisability.com.au/types-of-jobs-careers/>

Looking for something more specific?

Below are links to short videos and tools that can assist in different scenarios you may be presented with.

FOR YOUNG JOB SEEKERS: Stories of young people working in disability support in their own words

- Kevin talks about his choice to work in the disability sector (1m 56sec).
<https://www.youtube.com/watch?v=XAQVzDT5-sg&feature=youtu.be>
- Meet Taylah and hear the types of things she does in a normal day in this sector (1m 37sec)
<https://youtu.be/XU71fUMj9Ds>
- Jake talks about how he started as a school leaver with a traineeship and has become a manager
<https://www.youtube.com/watch?v=XYhjdZTjcjA> (1m 46sec) and also about the diversity of age needed in the disability sector (1m 21sec) <https://www.youtube.com/watch?v=z9yuGR8s48k>
- This video features several young support workers at ARC Disability Services in Cairns (4m 24sec)
<https://www.youtube.com/watch?v=gHG5s5NbMUQ>

FOR CAREER CHANGERS: Mature job seekers and their experience career changing

- Justin talks about his career change as a mature aged worker entering the disability sector (2m 8sec)
<https://www.youtube.com/watch?v=-LSDvSqbYtU>
- Careers in Disability: Support Workers Making a Real Difference (1m 18 sec)
<https://www.youtube.com/watch?v=TEEbsK-Yykg>
- Ken and why he changed to Disability Support Work and his experiences of working with Ange – a young National Boccia Champion (3m 20sec) <https://www.youtube.com/watch?v=wuhe4pFahWo>
- Ann-Maree is a speech pathologist who talks about her career in the disability sector (1m 59sec)
<https://www.youtube.com/watch?v=mDaTSSaEAF8>
- Caroline and Sharon's story (41 sec) <https://www.youtube.com/watch?v=Pkxs3m4L5lk>

WHY WOULD ANYONE DO THIS JOB?

Ways to show a day in the life.

- The inspirational video story of Maria & Gerard (3 m) <https://youtu.be/jMhZT8v1Fgs> or their written perspectives <https://www.carecareers.com.au/page/get-to-know-maria-gerard>

Answers to some simple FAQs and blogs

- Some FAQ answers from Ethical Jobs <http://www.ethicaljobs.com.au/blog/could-you-make-a-difference-as-a-disability-support-worker>
- House with No Steps – A Day in the life of Disability Support Worker Kelly
<https://www.hwns.com.au/Training/Accredited-courses/job-role-example>
- Get to know about working in the disability sector from the blogs of real-life workers
<https://www.carecareers.com.au/blog/category/true-stories/>

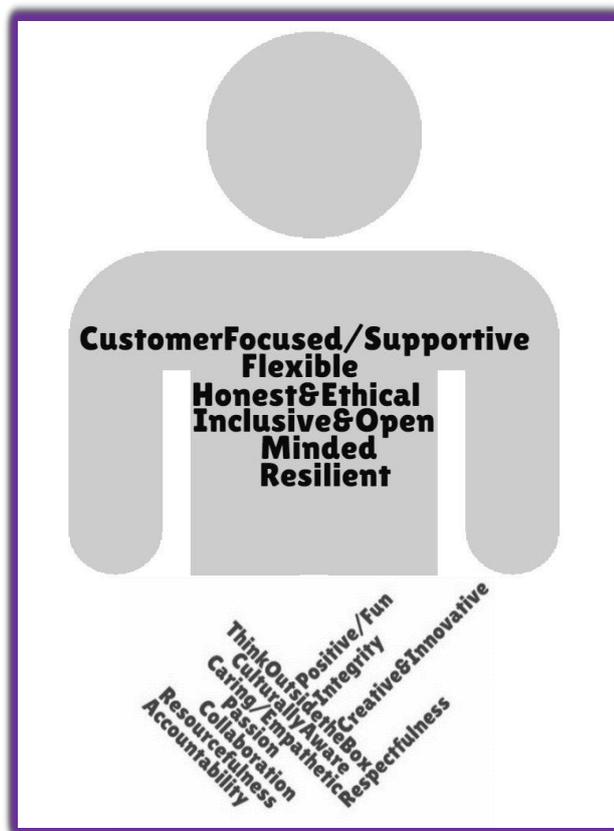
3. Establishing job seeker suitability

Before referring a job seeker, it is important to understand that local employers will consider multiple additional areas to qualifications when determining suitability. These involve practical and legal requirements but also specific attributes and values which local employers have nominated as seeking – or screening for – when choosing a successful applicant.

Local employers stated finding people with the right values and attributes to be their major barrier to recruitment.

Local employers actively seek people who are Supportive/Customer Focused, Flexible, Honest & Ethical, Inclusive & Open Minded and Resilient.

The checklist on the next page provides a guide for discussion with job seekers regarding the types of criteria that local employers recruit to.



Suitability Criteria (Self-Check)

This is a generalised guide however individual organisational requirements may differ.

MANDATORY (for all services registered with the NDIS)

Ability to pass a Criminal History Screening and National Police Check	
--	--

PREDOMINATELY - BUT NOT EXCLUSIVELY - REQUIRED

CPR & First Aid	
Drivers Licence	
Access to own vehicle	
Ability to meet physical competency test (for some roles)	

FREQUENTLY ADVANTAGEOUS at job seeker stage

Mobile phone and ability to use technology	
Completed basic units of competency within related certificate fields for example: <i>Follow safe work practices for direct client care</i> <i>Provide individualised support</i> <i>Communicate and work in health or community services</i> <i>Facilitate the empowerment of people with disability</i> <i>Assist clients with medication</i> <i>Work with diverse people</i>	
Alternately - obtainment of a related certificate (see Section 4)	
Hobbies and interest which could match specific client requests	

ATTRIBUTES & VALUES PREDICTING THE DECISION TO RECRUIT

Supportive/Customer Focused	
Flexible	
Honest & Ethical	
Inclusive & Open Minded	
Resilient	

Other values and attributes seen to predict success

Resourcefulness, accountability, ability to collaborate, passion, integrity, caring/empathetic, culturally aware, able to think outside the box, creative and innovative, positive/fun, respectful.

4. Preparing job seekers to gain employment

For job seekers who fit the personal attributes and value markers noted above, there are multiple ways to improve a job seekers attractiveness to a prospective employer.

For example, an agency may want to assist a jobseeker to gain/complete:

- A First Aid & CPR certificate
- A Drivers Licence
- A National Police Check
- Work-ready literacy and numeracy skills
- Formal units of competency with content reflecting topics such as: safe work practices, manual handling, individual support concepts, legal and ethical frameworks, communication in community services.

OR

- A VET qualification. Some of the most frequent VET qualifications in this industry include Certificates in - Community Services, Individual Support, Disability, Health Support Services or Allied Health Assistance. These are shown in more detail here <http://www.careersindisability.com.au/education-and-training/>

Jobseekers and agencies can also access the below introductory online courses and modules, without charge, to learn more and demonstrate independent learning and interest.

- Disability Induction program module 1 is offered free on the carecareers website <https://www.carecareers.com.au/page/disability-induction-program>
- Every Moment Has Potential - a freely accessible online learning resource developed for disability support workers which provides a five module introduction to Person Centred Active Support. (Developed by Greystones Disability Services and La Trobe University) <http://www.activesupportresource.net.au/>
- An Introduction to Human Rights in Disability Services <https://www.carecareers.com.au/human-rights-course/NSW/Launch.html>

WHERE COULD THESE ROLES LEAD?

Below are some easy tools to help Job Search Agencies to demonstrate pathways and the career potential of gaining a start in the disability support sector.

- A clear and overarching visual of the pathways to, and through, a Career in Disability <https://www.carecareers.com.au/media/get/id/542/key/1ab3c0a81345c3d>
- Detailed information about apprenticeships and traineeships available at the Australian Apprenticeships & Traineeships Information website. Site includes an interactive Job and Training Descriptor which allows people to explore roles and relevant training - <https://www.aapathways.com.au/>

5. Keeping up to date

WorkAbility is a short-term initiative that works with local communities, and at state-level, to enable local workforce solutions for local needs through partnership and collaboration.

The projects bring together employers, job search agencies, education providers, the training sector, government agencies and people with a lived experience to ensure Queensland has the right people, with the right skills, in the right place, at the right time to achieve full implementation of the NDIS.

Linking with the WorkAbility initiative is one way you can engage with the future employers of your jobseekers.

Your local area also has disability networking groups and providers seeking to recruit quality applicants for a career in disability.

Some key contacts and information sources for this area include:

- Careers in Disability Website <https://www.careersindisability.com.au/>
- Jobs, Advice & Courses For The Care Sector <https://www.carecareers.com.au/>
- Find NDIS registered service providers search site - <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers>
- Join the WorkAbility mailing list at <http://workabilityqld.org.au/>