

Senior Mentor

POSITION DESCRIPTION

DEPARTMENT

Operations

REPORTS TO

Staff Operations Lead

LOCATION

Toowoomba

MODERN AWARD

SCHADS Industry Award

AWARD CLASSIFICATION

Social & Community
Services – Level 3

ABOUT THIS ROLE

What the Senior Mentor Is Here to Do

The Senior Mentor exists to deliver high quality, person centred psychosocial and mentoring support to NDIS participants across the Toowoomba region. Reporting to the Staff Operations Lead, this role supports participants to build confidence, independence, and meaningful community connection in alignment with their NDIS goals.

The Senior Mentor also contributes to team effectiveness by providing guidance to less experienced staff and applying a trauma informed, strengths based approach across all areas of practice. This role is integral to Inspired Living QLD's commitment to supporting people with disability to live with purpose and dignity.

What Makes This Role Unique



Person Centred

All support is tailored to individual NDIS goals and participant wellbeing.



Trauma Informed

A strengths based lens applied consistently across all participant interactions.



Community Focused

Supporting participants to connect meaningfully with their local community.



Team Leadership

Guides and supports less experienced mentoring staff in their practice.

Key Responsibilities

Click any responsibility to expand more context about what this looks like in practice.

1

Deliver person centred mentoring and psychosocial support to NDIS participants



Support is delivered in accordance with individual goals, support plans, and the values of Inspired Living QLD. Every interaction centres the participant's voice, choice, and dignity.

2

Build and maintain professional, trauma informed relationships with participants



Relationships promote resilience, self advocacy, and sustained personal growth. A trauma informed lens means recognising and responding to the impact of trauma without retraumatising.

3

Support participants to engage in meaningful daily routines and community participation



Activities are chosen to strengthen independence and wellbeing. The Senior Mentor actively looks for opportunities for participants to connect with community, routines, and things that matter to them.

4

Contribute to development and implementation of participant support plans



Practice remains aligned with current evidence and established organisational procedures. Support plans are living documents — updated regularly to reflect participant progress and changing needs.

5

Maintain accurate and timely records and documentation



Records include participant interactions, progress notes, and relevant documentation in accordance with organisational and NDIS compliance requirements. Timely documentation protects both participants and staff.

6**Provide practical guidance and support to less experienced mentoring staff**

This includes assisting with work allocation and contributing to a positive and collaborative team environment. Senior Mentors model best practice and share knowledge generously with newer team members.

7**Respond to participant and stakeholder enquiries with professionalism and sensitivity**

All responses are made with appropriate regard for confidentiality. This includes communication with families, support coordinators, and other stakeholders involved in participant care.

8**Apply established procedures and exercise sound judgment to resolve routine issues**

Work within clearly defined guidelines while exercising independent judgment where appropriate. Know when to escalate and when to act independently within your scope.

9**Participate in reflective practice, team meetings, and professional development**

Ongoing learning is a core expectation – not optional. Activities maintain and improve the quality of support delivered and keep the team aligned and growing together.

What You Must Bring to This Role

- Demonstrated experience delivering support to individuals with disability, mental health challenges, or complex psychosocial needs in a community services or related setting
 - Ability to apply trauma informed and strengths based principles in direct support work with participants
 - Sound oral and written communication skills, including the ability to engage effectively with participants, families, and colleagues
 - Capacity to maintain accurate records and documentation in line with organisational and legislative requirements
 - Ability to work with limited supervision, manage own workload, and exercise sound judgment within established guidelines
 - Current and valid NDIS Worker Screening Check
 - Current and valid Blue Card (Working with Children Check)
 - Current and valid Queensland Driver Licence
 - Commitment to upholding the rights, dignity, and wellbeing of NDIS participants at all times
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Advantageous but Not Essential

- Experience providing psychosocial support, mentoring, or therapeutic support within an NDIS funded environment
- Familiarity with NDIS practice standards, participant plan structures, and reporting obligations
- Experience providing informal guidance or support to less experienced team members
- Knowledge of the Social, Community, Home Care and Disability Services Industry Award and its application in practice

Academic and Professional Requirements

A Certificate IV or above in Mental Health, Community Services, Social Work, Counselling, Alcohol and Other Drugs, or a related human services field is required.

Equivalent demonstrated experience and on the job training in a relevant industry will also be considered.

Candidates who hold a Diploma qualification without direct industry experience may be considered as an entry point to the role.

PREFERRED

Cert IV+

Mental Health, Community Services, Social Work, Counselling, AOD or related field

ALSO CONSIDERED

Experience

Demonstrated on the job experience in a relevant industry may substitute for formal qualification

ENTRY POINT

Diploma

Diploma holders without direct industry experience may be considered as an entry to the role

How We Expect You to Show Up

These expectations apply to all Senior Mentors across every interaction — with participants, families, and colleagues alike.



Demonstrates genuine respect for the rights, choices, and dignity of every participant, and upholds a person centred approach in all interactions



Exercises sound and ethical judgment when managing sensitive information, participant interactions, and situations requiring discretion



Takes responsibility for personal work quality and follows through on commitments without requiring close supervision



Engages in reflective practice and actively seeks opportunities to improve knowledge, skills, and professional effectiveness



Contributes positively to team culture by sharing knowledge, supporting colleagues, and maintaining respectful and collaborative working relationships



Communicates openly and professionally with participants, families, team members, and stakeholders across a range of situations



Demonstrates consistency between personal values and professional conduct, acting with integrity at all times



Approaches complexity and uncertainty with calm, considered problem solving within established guidelines and procedures