

NSW Participant and Support Worker Onboarding Manager

An exciting opportunity is available to join What Ability as our Participant and Support Worker Onboarding Manager. We are an NDIS-registered disability service provider operating across four states, with over 800 support workers nationally. At What Ability, we put FUN into disability support, even employing professional and semi-professional athletes as part of our team.

This is a full-time, permanent role based in Sydney. You'll join a passionate, purpose-driven team dedicated to creating meaningful experiences for participants while supporting and onboarding exceptional talent.

About the Role

We are looking for a passionate team member to oversee the recruitment and onboarding journey for both Support Workers and Participants across NSW. Reporting to the NSW State Manager, and being supported by our HR Manager and National Participant Manager, you'll ensure the recruitment and onboarding experience is seamless, efficient, and aligned with What Ability's values.

This role combines end-to-end recruitment for casual Support Workers with Participant onboarding, including support plan creation, training coordination, and engagement. It's a fast-paced, hands-on role that requires relationship-building, excellent organisational skills, and a focus on compliance.

Key Responsibilities

Support Worker Onboarding

- Collaborate with Regional and State Managers to assess current and future staffing needs.
- Manage the end-to-end recruitment process for casual Support Workers, ensuring smooth progression through all stages.
- Coordinate informal interviews between candidates and Regional Managers, and arrange inductions and ensure candidates are completing the onboarding process.

Participant Onboarding

- Responsible for the attendance, organisation and coordination of the participant Meet and Greets.
- Responsible for the creation of participant support plans.
- Maintaining accurate records of participant progress and support activities.
- Providing ongoing support to participants during the onboarding process, addressing any questions or concerns.

About You

- Strong organisational and project management skills, able to manage multiple priorities.
- Excellent communication and relationship-building skills with candidates, participants, and internal teams.
- Reliable, detail-oriented, and proactive in driving results.

- A people-person who thrives on connecting with others and helping them succeed.
- You are RELIABLE, HONEST and AUTHENTIC at all times.
- You are a confident leader among your peers.
- You are a PEOPLE person.
- Ability to work collaboratively with other team members and communicate effectively.

Why You'll Love Working Here

- Join a fast-growing, purpose-driven organisation that's changing the disability sector
- Work with a diverse, vibrant team who value fun and impact as much as results
- Be part of a workplace that celebrates wins, supports growth, and values authenticity

If you're ready to make a real difference and grow alongside a passionate team, we'd love to hear from you! Email Dylan (NSW State Manager) at dylan@whatability.com.au