

Position Description



Position Title	Disability Support Worker
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	SCE Grade 2.1 – 3.3 (depending on qualifications & experience)
Employment Status	As per Employment Contract
Division / Department	Disability and Inclusion Services
Direct Reports	Nil
Reports to	Directly accountable to relevant Program Area Coordinator. May also be accountable to Program Team Leaders on specific programs as required.

POSITION SUMMARY

The Disability Support Worker provides support and assistance to individuals with a disability that are participating in Inclusion Services programs and services at the Y.

In this role you will have the opportunity to deliver support and programs for people with a disability, in group and individual settings. This support can occur in centre-based programs, on Y camps or support out in the community. You will ensure that all Y participants experience in quality activities, develop skills, interact socially and meet personal goals. Our Disability Support Workers provide a Duty of Care to the participants under our care at all times

Disability Support Workers can provide this support across the following key settings:

Camps: Disability Support Workers will work on camp throughout the duration of the camp, which typically last from 1 to 3 days, however camp may be longer in length as agreed and rostered. Camps typically require you to be away from home, with accommodation and meals provided.

Community Access: Perform a range of support duties to assist participants in a community setting. Shifts range between 3–8hours or as negotiated, with varying break times depending on the intensity and requirements of each shift.

Disability Support Programs: Provide support to individuals with a disability in programs and services provided by the Y, which may be a mixed of centre-based activities and community access. Shifts range between 3–8hours or as negotiated, with varying break times depending on the intensity and requirements of each shift.

Active Overnight Support: Disability Support Workers may also work active overnight shifts, particularly supporting Y Camps. This role provides active overnight support including monitoring clients throughout the night – responding to needs, incidents and emergencies as they arise. For more details on the specific requirements of this role, please view the [Active Overnight Disability Support Worker Position Description](#).

The ordinary span of hours for a Disability Support Worker is typically 6am-8pm Monday to Sunday, with reasonable overtime requests to work outside this span of hours, given the nature of providing service care to people with a disability. All allocated Disability Support Worker shifts are subject to the mutual agreement of the individual requirements of that shift, by all parties involved. Refer to the *conditions of employment* section of this position description for more information on hours of work.

DUTIES AND RESPONSIBILITIES

Deliverables of the role – General Support to a Person with a Disability

- Maintain the participant’s privacy, confidentiality, and professional boundaries at all times.

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- Under the general guidance of your manager, deliver direct support to individuals with a disability to meet their specific support needs and preferences.
- Under general direction, ensure adequate communication with the participant's carers if required by passing on all relevant general information – e.g. program participation, physical and emotional care needs.
- Provide support that encourages and empowers participation in experiences of participant choice, that are goal focused and offer increased opportunities for social interaction.
- Provide individual care needs and respond in a manner that is empowering to the participant.
- Ensure participant remains active and engaged throughout the program and during activities.
- Provides support as an individual or as part of a team.
- Transport participants in your own private vehicle and/or travelling on public transport or other suitable modes of transport as outlined in our Transport Policy and Procedure.
- Provide a range of direct support and personal care services under general direction and support.
- Under general direction of shift work instructions, provide a variety of services as agreed.
- Assist participants with carrying out basic personal care tasks (*including but not limited to toileting, meal assistance, administering of medication, transferring, hoisting, and other personal tasks as required*)
- With support of your supervisor, ensure documentation is always followed (Risk Assessments/ Personal Assistance strategies/Behaviour Support Plans/Meal Assistance Plans/ Health Support plans/Communication plans/ Personal profile/ Travel arrangements/ Medication and any other relevant documentation).
- Under general direction of your supervisor, provide information and support to a person to confidently complete tasks or use alternative equipment ensuring behaviour support and safety needs are being met.
- Be aware of the person's wellbeing and report any concerns to the relevant Programs Coordinator. This includes providing feedback to the Coordinator of any observed changes in a person's circumstances including changes in care initiated by other agencies.
- Deflect, reduce, redirect, and/or manage behaviours including reporting any incidents.
- Follow through with scheduled/ pre-organised activities.
- Implement activities. Activities may require staff initiative and creation of activities with limited direction. These will be completed with support of set procedure/ programs processes using program supplies.
- Provide varied levels of assistance and support people with disabilities in community by accessing and engaging in a range of activities outside the home independently.
- Assist people to attend a range of individual and group activities in the community including social support groups/social group functions; Community events, classes/sporting groups/after school activities; Sport and recreation facilities; Self-care/Personal Care Assistance.
- Ensure the completion of all administrative requirements of your team, including but not limited to attendance, progress/shift notes, care/goal plans, bus checks, etc.
- Under general direction, assist with program vehicle, equipment, participants to ensure all goes as planned.
- With Supervisor's guidance, keep an accurate account of all money spent whilst on program.
- When working within a group share responsibility of general tasks including;
 - Setting up and packing up each day.
 - Cleaning: mop, sweep, windows, vacuum, kitchen or as required/instructed.
 - Taking responsibility for collecting and managing equipment for community access and take responsibility for the equipment. Put away all equipment into boxes correctly and neatly.
 - Completing venue and vehicle checks.
- Actively participate in training, supervision and team meetings and contribute to the support of peers.
- Understand and work within the guidance/ requirements of the 1:1 Support Policy and Procedure, which will help strengthen/ work in conjunction with our current safeguarding children and young people policy, providing effective and reliable safeguards for people with a disability.

Deliverables of the role – Supporting Participants with Complex Behaviours

Disability Support Workers may be required to support participants who display complex behaviours, including behaviours of concern. Responsibilities include:

- Implement Positive Behaviour Support (PSB) strategies in line with each participant's behaviour support plan, while upholding their rights, dignity and safety.
- Recognise and respond to triggers.
- Use approved de-escalation strategies.

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- Use approved de-escalation strategies.
- Follow restrictive practices only when authorised.
- Accurately record and report incidents.
- Undertake necessary training and supervision as required to ensure you can respond consistently, professionally and safely in complex situations.

Deliverables of the role – Additional requirements

- Required to attend a meeting for staff and volunteers (prior to each rostered camp and holiday period).
- Camping shifts can extend up to 16 hours per day – penalty rates apply.
- Comply with organisational standards stated in the ‘Code of Conduct’ and legislative requirements regarding privacy, confidentiality and occupational health and safety.

KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
High participation satisfaction	Service user satisfaction survey. High level of service users returning.	Reliability	Consistency in roster commitment and attending shifts
YMAC Fuel gauge	Maintaining a high Y-MAC compliance rating	Communication	Effective communication with service users achieved
Compliance	Adhere to health and safety and promote a safe environment. Complete all required admin tasks.	Self-development	Attend all mandatory meeting and training

CAPABILITIES & ATTRIBUTES

- Clear, concise, and established verbal and written communication skills.
- Work under general supervision/ direction with defined guidelines using acquired skills and knowledge.
- Be friendly, approachable, and helpful, and recognise the vital role quality service has in effective operations.
- Be punctual in attendance at every shift, and at staff meetings and training.
- Knowledge of established work practices, policies and procedures relevant to your role.
- Application of techniques relevant to clients and based on your training.
- Will work under general supervision/ direction except where activities have established work procedures.
- Exercise limited initiative and/or judgement within clearly established procedures and/or guidelines.
- Demonstrate confidence in dealing with customers of different ages, cultures, ability levels and with different physical, social and communication needs.
- Model the organisation’s values and associated behaviours.
- Maintain a high level of discretion and confidentiality.

KEY SELECTION CRITERIA

Qualifications (pre-employment conditions)

- Current Employee Working with Children Check and NDIS Worker Clearance Check.
- International Police Check if you have lived outside Australia in the last 5 years.
- Current First Aid (HLTAID011) and CPR (HLTAID009).
- Minimum Certificate III in Community Services or other relevant qualification (as approved by Y Whittlesea) OR will have at least 12 months of industry experience.
 - *N.B: Cert IV in Community Services or equivalent as deemed by the Y will attract a higher classification.*
- Completion of the Y’s Safeguarding Online training and NDIS Worker Orientation Module.
- A smartphone with internet access.
- Australian Drivers Licence and access to a reliable and comprehensively insured vehicle with up-to-date service logbooks (required for Community Access support), when providing transport support.

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- Ability to drive a 12-seater bus.
- Desirable: Asthma, Anaphylaxis and EpiPen/Anapen training

Knowledge and Experience

- A minimum of 12 months experience in the disability care industry.
- Working with people with disability with high/complex support needs highly desired.
- Have a good understanding of the NDIS Quality Safeguards and Practice guidelines.

CONDITIONS OF EMPLOYMENT

- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- **Hours of employment:** The actual hours of work will reflect the nature of the position and incorporate a reasonable requirement to work additional hours inside or outside the normal operational hours due to the nature of Y Whittlesea's business and your position. This means that shifts may vary across 7 days and may include day work, shiftwork and weekend work and depending on the shift day/time will attract penalties.
- May be required to comply with any mandated vaccination requirements as amended from time to time.
- Maintaining mandatory qualifications / requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our Safeguarding and Licensing Framework standards and our NDIS Practice Standards.
- Attendance and active participation at Y meetings and training when requested.
- It is an expectation that when working on the school holiday program you work a minimum of 3 shifts per program which will also include working on a Friday on a fair rotational base.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S MANAGEMENT AND COMPLIANCE LIBRARY, INCLUDING ORGANISATION POLICIES

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