

Position Description

| | |
|------------------------------|---|
| Position Title: | Disability Support Worker |
| Classification: | Disability Enterprise Employee Level 2 |
| Industrial Instrument | <i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i> |
| Division: | Support Services |
| Reports To: | Team Leader |
| Direct Reports | Nil |

Kyeema welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

About the Organisation

Kyeema Support Services Inc (Kyeema) is a registered NDIS provider committed to delivering high-quality, person-centred services that focuses on supporting and empowering individuals to make choices to enrich their lives.

We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

Position Purpose

The Disability Support Worker provides high-quality, person-centred support to individuals with a disability to support them achieve their goals, uphold their dignity and human rights, and live meaningful, independent lives within the community. The Disability Support Worker works under general guidance and within a clearly defined scope of practice.

Key Responsibilities

Relationship Building

- Respect participants' rights and raise concerns with supervisors if rights are not upheld.
- Communicate clearly and respectfully, adapting style to suit participant needs.
- Build and maintain professional relationships with participants and their support networks.
- Collaborate effectively with team members, recognising the scope of the Disability Support Worker role and following established routines and procedures.

Personal Impact

- Reflect on own actions and seek feedback to improve support within defined guidelines.

Position Description

- Understand the core Disability Support Worker responsibilities and seek assistance when tasks fall outside the scope of practice of a Disability Support Worker or own experience.
- Manage own wellbeing to maintain effective support delivery.
- Ensure training requirements are up to date and actively participate in the performance appraisal and review process.

Participant Support

- Understand what a good life means to each participant without imposing personal views.
- Support participants to explore options and make informed decisions, referring to Team Leader when needed.
- Encourage participants to build skills and connections that support community engagement.
- Provide assistance with personal care (hygiene, eating, toileting) while respecting privacy and dignity.
- Where applicable to the participant and where trained to do so, provide high-intensity supports including medication, catheter care, mobility assistance and mealtime management, and behaviour supports.
- Assist where required with money management and daily living skills.
- Respond flexibly to changing participant needs and program requirements.

Responsive Practice

- Observe and respond to changing participant needs within established procedures, seeking guidance when necessary.
- Follow safety protocols and report risks or incidents promptly.
- Support participants to engage in meaningful activities that reflect their strengths and interests.

Service Quality & Safety

- Participate in service reviews with participants and the team to ensure supports meet their goals.
- Encourage participants to express concerns or feedback and assist them in accessing appropriate channels.
- Maintain participant health and safety, identifying and managing risks.
- Ensure own practices comply with Quality Standards, OH&S regulations, and other relevant legislation.
- Operate vehicles safely in line with road laws and organisational policies and procedures.

Position Description

Administration

- Maintain accurate documentation, including timesheets, daily notes, and reports within required timeframes.
- Attend staff meetings
- Keep informed by regularly utilising agreed organisational communication channels (e.g., email, MS Teams).

Key Selection Criteria

Essential:

- Demonstrated ability to be compassionate, reliable, and motivated to support people with disability
- Excellent verbal and written communication skills including a demonstrated understanding of own body language
- Excellent time management and organisational skills
- High attention to detail and organisational skills
- Ability to work independently and as part of a team
- Strong demonstrated understanding of confidentiality requirements and the ability to apply discretion in sensitive situations
- Basic computer skills
- Willingness to undertake personal care supports (hygiene, eating, toileting) while respecting privacy and dignity
- Where applicable to the participant and where trained to do so, willingness to provide high-intensity supports including medication, catheter care, mobility assistance, mealtime management, and behaviour supports
- Willingness and eligibility to obtain a NDIS Worker Screening Check, Working with Children Check and other background checks as necessary
- Current Victorian Driver's Licence (without restriction) or equivalent
- First Aid and CPR Certificate

Desirable:

- Formal qualifications in disability support services or equivalent
 - Previous experience in disability support or community services.
 - Knowledge of the NDIS standards and other regulations relevant to the disability services sector.
-

Position Description



Key Performance Indicators (KPIs)

| Area | KPI |
|------------------------------------|--|
| Participant Support | <p>100% of work aligns with participant goals and documented support plans.</p> <p>Demonstrates understanding of participant goals and documents participant notes in the Client Management System on each shift.</p> <p>Zero substantiated complaints regarding dignity, privacy, or respect breaches.</p> |
| Relationships & Support | <p>Maintains positive feedback from participants and families.</p> <p>Participates in team meetings and contributes to collaborative planning.</p> <p>All incidents of participant rights breaches reported/escalated within 24 hours of observation.</p> |
| Personal Impact | <p>Participates in at least 2 supervision sessions annually.</p> <p>Maintains attendance to shifts and engages in at least one wellbeing initiative per quarter.</p> |
| Safety & Compliance | <p>Identifies and reports changes in participant needs within 48 hours in 100% of cases.</p> <p>Escalates to the team leader any reportable incidents within 2 hours (or sooner) of incident occurring.</p> <p>Assists participants in submitting feedback or complaints in 100% of requested cases.</p> <p>100% adherence to Quality Standards, OH&S, and organisational policies and procedures.</p> |

Position Description

| | |
|-----------------------|---|
| | Zero occurrences of preventable incidents/accidents while transporting participants. |
| Administration | <p>100% of participant shift notes, timesheets, and reports completed within 24 hours.</p> <p>100% completion of mandatory training and certifications.</p> |

Workplace Health & Safety Responsibilities

- Comply with WHS legislation and company policies
- Report any hazards, incidents, or injuries promptly
- Promote a safe, inclusive, and respectful workplace

Child Safe Responsibilities

- Kyeema has systems to protect children from abuse, will take all allegations very seriously and will respond to them consistently in line with Kyeema's policies and procedures.
- Kyeema is committed to promoting cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- Kyeema holds a policy of zero tolerance to racism and has expectations that staff and volunteers will act on incidents of racism.
- Kyeema is committed to ensuring the acceptance and inclusion of participants' and workers' gender identities.

Values Alignment

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

Position Description

Employee Acknowledgment

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee's skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

| | |
|---------------------|--|
| Employee Name: | |
| Employee Signature: | |
| Date: | |

Office use only:

| | |
|--------------------------------|--------------------------|
| Date of Reviewed: | December 2025 |
| Reviewed by (insert position): | Support Services Manager |