

POSITION DESCRIPTION



MISSION

To support people with intellectual disabilities to lead a life of their choosing, with meaningful participation in their community.

TITLE:	Disability Support Worker
SERVICE AREA:	Alkira – Community & Home Supports as required
REPORTS TO:	Community Supports Coordinator/House Coordinator
AWARD AND GRADE:	Victorian Disability Service (NGO) Agreement 2023 (A Multi-Employer Agreement - MEA) Level 2
LIASION:	Internal: Community & Home Supports Team External: Participants, families and allied health professionals
REVIEWED BY:	Chief Services Officer/GM People Culture & Learning
DATE LAST REVIEWED:	August 2025

Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognising, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

POSITION PURPOSE

The role will ensure that the operations of the services are consistent and relevant, and provided in compliance with Alkira Policy and Procedure Guidelines, Organisational Values, the Quality Framework for Disability Services in Victoria, Disability Act 2006 and relevant Occupational Health and Safety requirements.

Community Supports: The primary focus of this position is to facilitate activities and supports for an individual or group of people and ensure their interests and support needs are at the centre of service delivery.

Home Supports: The primary focus of this position is to provide active support to people living in their home to enable them to live as independently as possible and be involved in all aspects of the running of the household.

KEY AREAS OF ACCOUNTABILITY:

Key accountabilities	Key Performance Indicators
Core Participant Support	- Be responsible for the overall safety and welfare of assigned participant(s). - Develop and maintain professional relationships with participant's families, carers, allied health professionals and other key people in their lives. - Work with participants to achieve relevant NDIS identified goals and desired outcomes. - Where a person requires assistance to use their personal spending money, this is done with integrity and the participant's independence is fostered. - Participants are assisted to use their preferred method of communication and where necessary helped to be understood. - Level 1 complaints are handled responsively, effectively and resolved to the satisfaction of the person who raised the issue, concern or complaint. Unresolved Level 1, Level 2 and above complaints are referred to relevant person in accordance with procedure. - Being knowledgeable of participant's medical conditions, health issues, allergies and behavioural support needs and using the correct administration or documented plan to support the participant. - Personal care (toileting, showering, grooming, dressing) is carried out in a dignified, respectful and timely manner.

• Service Delivery	• Assist each participant to prepare for the beginning and end of their day in accordance with their service delivery plan. • Provide personal care and support to achieve identified goal aspirations and needs as stated. • Ensure accurate daily attendance and cancellation records are kept regarding attendance at Community Supports.
• Program & Activities	• Participants are informed of adhoc changes that affect their normal schedule and are assisted to make decisions about alternative program choices and this is communicated via the Daily Arrangements documentation. • Diligent supervision of participants at all times whilst they are receiving services, whether on or off Alkira premises. • Effective communication and use of preferred communication aids where relevant. • Provide quality meal assistance in-line with Meal Assistance Plan. • Programs/activities are delivered and evaluated in accordance with the documented program/activity plan. • Safely transport residents to meet their daily commitments and activities.
• House Management (if applicable)	• Undertake administrative duties as required complying with all legislative and Alkira Residential Services operational policy and procedural guidelines for individual services. • Provide information, feedback and reports, including recording charts and completing routine tasks utilising departmental systems including computer software applications. • Provide information to colleagues on routine matters relating to participant needs and general house matters. • Contribute to the day-to-day running of the group home and help maintain service accounts. • Reporting and following up of any breakage and repairs complying with all safety requirements that may impact on residents/service users according to Alkira procedure.

• Documentation & Administration	• All participant incidents are reported and written in a timely, accurate and professional manner as soon as possible. Reportable incidents must be completed within 24 hours of occurring. • Ensure quality case notes/reports are completed in accordance with Alkira and NDIS requirements. • Participant support and service delivery documentation maintained in accordance with Alkira and NDIS requirements.
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• Occupational Health & Safety Requirements	• Take reasonable responsibility for the safety of self, others and participants in your care. • Ensure all actions are in accordance with OH&S legislation/regulations, policies, procedures, safe work practices. • Accident / Incident / Near Misses Register is completed in a timely manner. • Safe Operating Procedures for programs/tasks are implemented in accordance with the documented plan. • Attendance at O H & S mandatory training.
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KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past experience and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

Qualifications and Experience

- Cert IV Disability preferred; Cert III in Individual Support (Disability, Aged Care or related field) will be considered along with other relevant qualification/s (e.g. nursing).
- Knowledge and/or recent experience in supporting people with a disability.
- Current First Aid & CPR Certificate.
- Valid NDIS Worker Screening.
- Valid Working with Children Check.
- Valid Full Victorian Driver's License (car) with the ability to safely drive an automatic vehicle registered to carry up to 12 passengers.

Skills and Knowledge

- Knowledge of the Disability Act 2006 and NDIS practice standards.
- Ability to set priorities, plan and organise own work.
- Ability to enter, update, and maintain a range of data accurately and efficiently within specified timeframes, ensuring data integrity for operational purposes.

Personal Attributes

- Flexible, dependable and approachable.
- High accountability and integrity, including high personal standards and a proven ability to accept responsibility for your own actions and for those that you manage.
- High level of emotional intelligence and resilience.
- Positive, can do attitude, with sound judgement, especially when under pressure.
- Strong problem-solving and decision-making abilities.
- Willingness to work towards and contribute to a positive, productive and professional working environment.

INHERENT REQUIREMENTS OF THE JOB

Hold or be willing to undertake/provide the required pre-employment checks or qualifications and provide relevant supporting evidence.

An ongoing offer of employment will be subject to a maintaining these requirements at the individual's ongoing cost.

OH&S

- Comply with all Alkira OH&S policies.
- Must be able to wear closed footwear at all times.

Training

- It is an inherent requirement of your role to attend training identified as mandatory by Alkira.

ALKIRA IS AN EQUAL OPPORTUNITY EMPLOYER

Acknowledgement

I _____ confirm that I have read and understand this position description, and the responsibilities and requirements associated with this role.

Employee Signature:

Date: