
DISABILITY SUPPORT WORKER

Division:	Operations
Reporting to:	Service Delivery & Practice Manager
Reports:	Nil
Location:	SIL and Support House across the Moreton Bay Region
Risk Assessed Role:	Yes

POSITION PURPOSE

At *The Place For Belonging*, our vision is that people with disability have a true place to belong, where they can live meaningful, authentic lives connected to their community. The Disability Support Worker plays a vital frontline role in making this vision real.

This role supports participants in achieving their individual goals by providing safe, respectful, and person-centred assistance in daily living, community access, and personal development. Disability Support Workers empower participants to exercise choice and control, maintain dignity, and build the skills and connections they need for a fulfilling life.

Disability Support Workers are responsible for delivering quality supports in line with NDIS Practice Standards, organisational policies, and participant plans. They contribute directly to safeguarding, by reporting incidents, concerns, and complaints promptly, and by maintaining accurate, timely records. They also play an active part in creating safe environments by following emergency procedures, participating in drills, and upholding Child Safe Standards.

KEY RELATIONSHIPS

- **Reports to:** Service Delivery & Practice Manager
- **Direct Reports:** Nil
- **Works closely with:** Service Delivery & Practice Manager, Service Delivery Coordinator, HR Business Partner, House Leaders, (other) Disability Support Workers
- **External Relationships:** Participants, families/guardians, allied health practitioners and community partners

CORE RESPONSIBILITIES

This role is responsible for providing safe, respectful, and person-centred support that enables participants to live meaningful and independent lives. Disability Support Workers deliver day-to-day assistance in line with participant goals, behaviour support and health care plans, and organisational policies.

They contribute to safeguarding by reporting incidents, complaints, and concerns promptly, maintaining accurate records, and following emergency and safety procedures. By working collaboratively with participants, families, colleagues, and health professionals, Disability

Support Workers ensure supports are reliable, compliant, and focused on participant wellbeing and inclusion.

The Disability Support Worker is individually accountable for the following:

Participant Support

- Provide respectful, person-centred assistance with daily living activities such as personal care, meals, and household tasks.
- Support participants to engage in community, social, cultural, and recreational activities.
- Encourage skill development and independence, always working in line with participant goals and NDIS plans.
- Maintain professional boundaries and support participant choice and control.
- Implement behaviour support strategies as directed and ensure any restrictive practices are only applied in line with approved plans and authorisations.

Safeguarding & Compliance

- Uphold participant rights, dignity, and privacy in all interactions.
- Follow behaviour support plans, health care plans, and positive behaviour strategies as directed.
- Promptly report incidents, complaints, or safeguarding concerns in line with NDIS and organisational policy, including SIRS and Child Safe obligations and ensure all complaints and feedback are logged in the complaints system in line with organisational policy.
- Follow medication administration procedures and immediately escalate any errors or health concerns.

Records & Documentation

- Accurately complete shift notes, progress notes, incident reports, and other required records in a timely manner.
- Ensure all documentation is clear, factual, and audit-ready.
- Maintain confidentiality and secure handling of participant information.
- Accurately record supports delivered so claims evidence is complete and audit-ready.

Emergency & Safety

- Follow workplace health and safety procedures to protect participants, staff, and self.
- Actively participate in emergency procedures and drills (e.g., fire, evacuation, first aid).
- Identify and report risks or hazards in the environment promptly.

Teamwork & Culture

- Work collaboratively with House Leaders, colleagues, and allied health professionals to provide consistent support.
- Participate in handovers, supervision, and team meetings.
- Contribute to a supportive, inclusive, and values-driven culture, aligned with The Place For Belonging's anchors: Transparency, Belief, Excellence, and No Dickheads.

QUALIFICATIONS

- Certificate III (or higher) in Individual Support, Disability, Aged Care, or Community Services (desirable).
- Current NDIS Worker Screening Check (Yellow Card equivalent in QLD).
- Current Working with Children Check (Blue Card).
- Current First Aid and CPR certification.
- Completion of the NDIS Worker Orientation Module (New Worker Induction).
- Current Driver's Licence.

EXPERIENCE

- Prior experience working with people with disability, mental health needs, or complex support requirements (desirable but not essential if supported by training).
- Experience in providing personal care, community access, or skill-building supports.
- Exposure to working with Positive Behaviour Support plans or supporting participants with behaviours of concern (desirable).
- Experience documenting shift notes, incidents, or participant progress accurately.

CAPABILITIES & ATTRIBUTES

- Genuine commitment to the rights, dignity, and inclusion of people with disability.
- Ability to follow support plans, behaviour strategies, and health care procedures consistently.
- Strong interpersonal and communication skills, able to build trusting relationships with participants, families, and colleagues.
- Reliability, flexibility, and resilience to adapt to changing participant needs and service environments.
- Attention to detail in completing records, reports, and compliance requirements.
- Capacity to identify and promptly report risks, incidents, or concerns.
- Commitment to The Place For Belonging's cultural anchors: **Transparency, Belief, Excellence, and No Dickheads.**

The Place For Belonging has a strong commitment to participation of people with lived experience of mental illness in our workforce. We invite qualified people with lived experience of mental health issues to apply.

We also welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded.