



**PATHWAY
ESSENTIALS**
PURPOSE • DIRECTION • CONNECTION

Position Description: Complex Behaviour Support Worker

Reports to: Operations Manager

Employment type: Casual

Award Classification: SCHADS award. Dependent on qualifications and experience

Location: Daylesford/ Ballarat and surrounding areas (we also have clients in Bacchus Marsh, Melton and Caroline Springs)

Date: May 2026

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About Pathway Essentials

At Pathway Essentials, our mission is to support individuals to develop the social and emotional capabilities required to live a purposeful and meaningful life, through evidence-based, trauma-informed interventions. We provide inclusive and empowering programs that cater to a wide age group, specialising in supporting young people, helping them build confidence, skills, and meaningful community connections.

Our Programs

We offer a diverse range of therapeutic and skill-building programs tailored to meet the unique needs of the young people we support. See www.pathwayessentials.com.au for further details.

What Sets Us Apart

At Pathway Essentials, our goal is to build each participant's functional capacity and confidence to the point where they require reduced—or eventually no—formal support.

We pride ourselves on being responsive and innovative. When we identify a gap in services or unmet needs within our community, and we have the capacity, we act. We create new programs or experiences tailored to fill those gaps.

We don't follow rigid service models. Instead, we're guided by a deep commitment to person-centred, strengths-based, and inclusive support—focused on real outcomes, meaningful skill development, and long-term empowerment.

Role Overview

The complex behaviour support worker provides outreach and community-based support to young people with complex behavioural and psychosocial support needs, including psychosocial disability, mental illness, autism, intellectual disability, trauma-related behaviours, emotional dysregulation, behaviours of concern, substance use, and challenges impacting education, relationships, and community participation.

The role focuses on the implementation of individual support plans, behaviour support plans, and risk management strategies, using trauma-informed, therapeutic, developmentally appropriate, and youth-engagement approaches to support positive behaviour change and skill development.

Workers support participants to access Pathway Essentials programs, in-home support, and community participation, assisting young people to develop life skills, strengthen emotional regulation, and work toward their NDIS and personal goals in a structured, supportive environment. This role operates under organisational supervision and delegated practice frameworks and does not involve independent clinical decision-making or case management responsibilities.

Key Responsibilities

Complex support delivery

- Deliver trauma-informed, strengths-based, youth-focused support
- Support young people to develop independence, emotional regulation, and social skills
- Assist participation in school, training, employment, recreation, and community activities
- Promote dignity, identity development, inclusion, and meaningful engagement
- Support achievement of NDIS goals and improved functional capacity

Support plan implementation

- Implement individual support plans, behaviour support plans, and risk management strategies
- Follow approved positive behaviour support strategies and escalation pathways
- Use proactive, least restrictive, and developmentally appropriate interventions
- Support emotional regulation and safe behaviour in line with participant plans
- Ensure adherence to restrictive practice requirements and reporting obligations

Behaviour, mental health & crisis response

- Support young people experiencing mental health challenges, trauma responses, and behavioural escalation
- Recognise early warning signs of distress, disengagement, or risk escalation
- Respond safely, calmly, and proactively to behaviours of concern and crisis situations
- Implement individual support plans, behaviour support plans, and risk management strategies
- Use positive behaviour support approaches, least restrictive practices, and developmentally appropriate interventions
- Follow escalation pathways and reporting requirements for incidents, restrictive

practices, and risk events

Engagement

- Build safe, consistent, and respectful relationships with young people
- Communicate in a calm, age-appropriate, trauma-informed manner
- Adapt communication to developmental, cognitive, sensory, and emotional needs
- Maintain clear professional boundaries while fostering trust and engagement
- Collaborate with families, carers, schools, allied health professionals, and support networks

Risk, Safety & Incident Management

- Follow organisational policies including incident management and Child Safe Standards
- Identify and report risks, hazards, disclosures, or safety concerns immediately
- Maintain awareness when working independently in community settings
- Participate in supervision, debriefing, and reflective practice
- Promote safe environments for young people, staff, and the community

Documentation & Professional Accountability

- Complete accurate and timely case notes, incident reports, and progress documentation
- Review participant plans, behaviour strategies, and risk information prior to shifts
- Seek guidance when needs exceed scope, training, or delegated responsibilities
- Participate in supervision, team meetings, and professional development
- Maintain confidentiality and uphold ethical practice standards at all times

Key Relationships

Operations Manager

Practice Lead

Compliance Lead

Administrations Officer

Managing Director

Experience and skills

Essential:

- Minimum 1 year experience in youth work, disability support, mental health, psychosocial recovery, or complex care
- Qualification in Disability, Community Services, Youth Work, Mental Health, or related field
- Experience supporting young people with: behaviours of concern, trauma-related presentations, emotional dysregulation, psychosocial disability or mental illness, neurodivergence (e.g., autism, ADHD, intellectual disability).
- Strong understanding of trauma-informed, strengths-based, and youth-focused practice
- Experience implementing behaviour support plans and risk strategies

- Excellent communication, engagement, and documentation skills
- Ability to remain calm and responsive in high-pressure situations
- Ability to work independently in community-based outreach settings
- Understanding of the NDIS and participant rights

Mandatory requirements:

- Current First Aid and CPR
- Driver's licence and access to a fully insured vehicle
- NDIS Worker Screening Clearance
- Valid Working With Children Check

General accountabilities of all Pathway Essentials Employees

- Work collaboratively within the broader team and uphold our organisational values.
- Participate in team meetings, planning days, training, and supervision.
- Comply with all organisational policies, procedures, and the Code of Conduct.
- Maintain a commitment to equal opportunity, workplace safety, and ethical standards.
- Pathway Essentials is committed to the safety, wellbeing and empowerment of all children and young people. All staff are expected to uphold Child Safe Standards and actively contribute to a culture of safety and respect.

How to apply

Please email your application to: hello@pathwayessentials.com.au

Subject line: Complex Behaviour Support Worker (your name)

Include:

- Your resume
- A brief cover note outlining your motivation for working with young people