

Position Description

POSITION TITLE	Adult Support Manager
REPORTING TO	Service Delivery Manager
DIRECT REPORTS	Nil
CLASSIFICATION	Social, Community, Home Care & Disability Services Industry Award – Modern Award.
EMPLOYMENT TYPE	This position is part-time
LOCATION	552 Victoria Street, North Melbourne VIC 3051, And/or Work from home options, community visits as required.

This Position Description is indicative only and will be reviewed and updated by DSV from time to time.

Organisational background

Down Syndrome Victoria (DSV) is a community-based, not-for-profit membership organisation established in 1978, made up of people with Down syndrome, their families, friends and professionals, all committed to achieving positive change.

We advocate with and for people with Down syndrome to have access to the same opportunities, supports and community activities as other Victorians. We work within a human rights framework, consistent with the United Nations Convention on the Rights of People with Disability.

We want to live in a society where people with Down syndrome are valued, and enjoy social and economic inclusion.

Together, we can and will create this inclusive community.

Position background

DSV provides whole-of-life personal support to individuals with Down syndrome and their families.

The Adult Support Manager is responsible for providing families and adults with Down syndrome with evidence-based information, emotional support, and advocacy, enabling them to make informed choices, build resilience, and connect with mainstream and specialist support services.

By working collaboratively with stakeholders and partner organisations, the role aims to remove barriers and enhance access to essential services, creating meaningful, long-term positive outcomes for both families and the community that support them.

Support includes emotional care through peer support and supportive counselling, practical help and evidence-based information on development, daily living, and navigating systems like health, education, and the NDIS. External services are engaged to educate, advocate, and remove systemic barriers.

Through advocacy, skill-building, coordinated referrals, and regular follow-up, adult support ensures families are connected, informed, and empowered at every stage.

Key deliverables & responsibilities

Key deliverables for this role include:

1. Support for families and people with Down syndrome (18 years of age and above)

- Creating a safe, compassionate space for families to express and process their emotions without judgment. Refer parents to appropriate psychological support services and peer support services who share similar experiences. Support may be provided through a variety of platforms such as phone, social media, community, home visits and peer support groups.
- Provide up-to-date evidence-based, objective, non-directive information for families through each development stage of a person with Down syndrome, responding to the individual needs of families.
- Support informed decision-making by respecting and supporting families in making their own decisions.
- Coordinate care by connecting families with relevant healthcare professionals, helping them to navigate service systems. This will include disability and community service sectors such as NDIS and Services Australia.
- Provide timely, responsive support. Enquiries to be responded to within 48 hours on weekdays

2. Education and advocacy

- Provide families with information, guidance, and referral services which prioritise self-advocacy as the primary support approach. Direct advocacy may be offered on a case-by-case basis, and where it does not compromise the key deliverables of the role.
- Develop and facilitate training to parents/carers, siblings, health and community service providers and the community on a wide range of relevant subjects related to Down syndrome, challenging stereotypes and providing evidence-based information.
- Identify and report systemic issues to DSV CEO and Down Syndrome Australia on national matters and opportunities on behalf of individuals with Down syndrome and their families, including respectful and equitable care, particularly in the context of cultural and systemic challenges. This includes attending monthly NDIS update and providing updates to the DSV team.
- Identify gaps in existing service and support systems through member and stakeholder engagement and provide feedback to the Service Delivery Manager and DSV leadership team on opportunities to address, advocate and improve support services.
- Educate families on the DSV's full range of services, providing referral pathways to key staff members. Ensuring collaboration and smooth transition between services.

- Manage DSV Parents of Adults with Down syndrome closed Facebook page as the primary administrator. Monitoring access, content, discussions and contributing to the dissemination of up-to-date, relevant information to the members of the Facebook group. Monitoring only occurs during Adult Support workdays.
- Collaborate with DSV staff and with staff across the Down Syndrome federation to develop and update information resources and program development.
- Participate and assist with DSV events as required

3. Stakeholder engagement and reporting

- Build and maintain collaborative relationships with key stakeholders, including disability service providers, healthcare professionals, and community organisations. Ensuring these relationships enable effective pathways and contribute to increased awareness of Down syndrome and DSV's service offerings among professionals and the broader community.
- In collaboration with DSV CEO, and the events team, the Adult Support Manager will support the successful delivery of the Fiona McBurney Match Day Experience program in Victoria.
- Keep accurate documentation and reporting, including service delivery records, grant and training reporting data and family and stakeholder communications
- Deliver against DSV partnerships and grant agreements with DSV staff and external service providers.

4. Sustainability, continuous improvement and evaluation

- Provide regular updates on Adult support activities and impact to the Service Delivery Manager to inform strategic decisions and program impact
- Gather and respond to feedback from families and other stakeholders through formal and informal channels
- Support the Grants & Partnerships Manager by providing project ideas that align with DSV's strategic objectives for available or future grants.

From time to time, you may be requested to undertake other duties as set out by the Senior Manager Service Delivery or CEO.

DSV Requirements

- Ensure adherence to DSV's policies and procedures, and compliance to various legislative obligations, including OH&S.
- Regional and Metro Melbourne travel will be required

Key selection criteria

Essential

- Tertiary qualifications in social work or a related field or significant work experience in a relevant field

- Ability to understand, engage and work with both formal (services) and informal (volunteers) community networks and systems, particularly family-centred engagement.
- Demonstrated knowledge of the UN Convention on the Rights of Persons with Disabilities and relevant Australian legislation, including the Disability Discrimination Act and other disability-related Acts. Ability to apply a rights-based approach when working with people with disability to promote inclusion, dignity, and equal opportunity.
- Highly developed communication and interpersonal skills
- Experience of either raising a child with Down syndrome or an intellectual disability or the lived experience from a sibling or close family member
- Experience and understanding of providing support and services for culturally and linguistically diverse (CALD) families.
- Experience and knowledge of NDIS
- Effective use of Microsoft Office suite and social media platforms
- Problem solving and decision making.
- Experience or knowledge about health, disability, and community service system
- Experience in facilitating and presenting training and information sessions.

Personal qualities

Our values guide who we are and what we stand for in every interaction.

- **Respect for people:** We develop lifelong relationships based on value, trust, compassion and respect.
- **Do the right thing:** We are honest, ethical and trustworthy. We take accountability for our actions to deliver in the best interest of people with Down syndrome and their families.
- **Passion for members, families & community:** We exist for our members and community. We listen, lead, create opportunities and take action to ensure an inclusive future

All roles at DSV require an empathetic approach, ability to handle difficult situations and appreciate the needs of people from diverse backgrounds. The ability to work both autonomously and as a team is integral to your success in this role.

Diversity and Inclusion

As a disability organisation, DSV knows how important human rights, diversity and inclusion are in creating a connected and welcoming world.

DSV is an equal opportunity employer and strongly encourages not only people with a disability, but those from diverse communities to apply for all positions, including but not limited to people with disability, neuro diversity, mental health conditions, CALD, First Nations People, and LGBTQIA+.

If you require help or support to access this information or the application process, please contact HR@dsav.asn.au.

Work environment


The nature of our small team and priority to deliver in the best interest of people with Down syndrome necessitates a degree of flexibility. This includes a willingness to support colleagues which at times will require you to perform tasks outside of your immediate role.

DSV provides a professional, collaborative, and safe working environment. All DSV employees are expected to comply to our code of conduct and all DSV policies and procedures in the best interest and safety of colleagues, members and the community. Further details can be found in DSV's Staff handbook.

Conditions of employment

- The successful applicant will initially be employed for a probationary period of three months.
- Appointment of the successful applicant is subject to satisfactory police or NDIS screening check, working with children check, and other regulatory requirements (including Right to Work check and Victorian Disability Workers Commission check).
- Other conditions in accordance with the National Employment Standards (NES) and the Social, Community, Home Care and Disability Services Industry Award (MA000100) apply.

Approved:



Daniel Payne
Chief Executive Officer

Down Syndrome Association of Victoria Inc.

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