

POSITION:	Disability Support Worker
CLASSIFICATION:	SCSE Level 2
REPORTS TO:	House Manager - B-Street Respite Home
DATE UPDATED:	September 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

MCM Disability Services delivers person-centred supports to people with disability and their families within the evolving National Disability Insurance Scheme (NDIS) environment. MCM is committed to empowering people with disability to exercise choice and control, achieve their personal goals, and participate meaningfully in their communities.

The Disability Support Worker plays a critical role in providing high-quality, community-based support to individuals with complex and diverse needs, including those requiring support to manage behaviours of concern, health management, and intensive daily living assistance. Working within residential and community settings, the role supports people to maximise independence, enhance quality of life, and achieve outcomes identified in their NDIS plans.

This position requires the delivery of active, person-centred support aligned with Positive Behaviour Support principles, NDIS Practice Standards, and MCM policies and values. Disability Support Workers

collaborate closely with families, allied health professionals, support coordinators, guardians, and other stakeholders to ensure coordinated, responsive, and outcome-focused support.

The role contributes to a safe, respectful, and inclusive environment by supporting people with disability to exercise their rights, make informed choices, develop skills, maintain health and wellbeing, and build meaningful community connections. In addition to direct support, the position is responsible for maintaining accurate documentation, administering medication where required, monitoring health and wellbeing, and contributing to continuous service improvement.

As a frontline representative of MCM, the Disability Support Worker demonstrates a strong commitment to safeguarding, customer service excellence, accountability, collaboration, and continuous learning while supporting MCM's vision of creating a fair and inclusive community where everyone can participate and thrive.

POSITION PURPOSE

This position operates at the Service Leadership level in the MCM Leadership Capability Framework.

The Disability Support Worker provides high-quality, person-centred support to children and young people with disability who have complex support, health, behavioural, and daily living needs. The role assists individuals to achieve their goals, maximise independence, enhance their quality of life, and actively participate in their communities in accordance with their NDIS plans and personal aspirations.

Working within MCM's B- Street service, the Disability Support Worker delivers support that promotes choice, rights, inclusion, dignity, and self-determination. The position is responsible for implementing positive behaviour support strategies, supporting health and wellbeing needs, maintaining accurate documentation, and working collaboratively with families, health professionals, and other stakeholders to ensure safe, responsive, and outcome-focused support.

The role contributes to the delivery of high-quality services that align with MCM's values, NDIS Practice Standards, safeguarding requirements, and commitment to achieving meaningful outcomes for people with disability.

POSITION DUTIES AND RESPONSIBILITIES

Position Duties and Responsibilities

Direct Care and Support:

- Provide person-centred support in accordance with individual support plans, NDIS goals, and personal preferences.
- Assist with personal care, daily living activities, household tasks, and community participation.
- Promote choice, dignity, independence, and self-advocacy in all aspects of support delivery.
- Deliver active support practices that encourage skill development and increased participation in everyday activities.
- Maintain professional and positive relationships with participants, families, carers, and significant stakeholders.

Behaviour and Communication Support

- Implement Positive Behaviour Support strategies in line with Behaviour Support Plans (BSPs).

- Support individuals experiencing behaviours of concern using evidence-based and least restrictive practices.
- Assist participants to communicate their needs, preferences, goals, and concerns using appropriate communication methods.
- Monitor and report behavioural trends, triggers, and progress towards behavioural goals.

Health and Medication Support

- Support participants to maintain their health, wellbeing, and personal safety.
- Administer medications in accordance with MCM policies, procedures, and medication management requirements.
- Observe and respond appropriately to changes in health status and wellbeing.
- Implement health care plans and other specialised support requirements as directed.

Monitoring and Documentation

- Accurately document support provided, participant progress, incidents, and achievements.
- Maintain current and compliant participant records in accordance with legislative, NDIS, and organisational requirements.
- Complete reports, case notes, financial records, and service delivery documentation within required timeframes.
- Ensure accurate recording of service delivery and billing information within organisational systems.

Teamwork and Stakeholder Engagement

- Work collaboratively with colleagues, leaders, families, guardians, health professionals, support coordinators, and external service providers.
- Participate actively in team meetings, supervision sessions, training, and service reviews.
- Share information appropriately to support coordinated, consistent, and high-quality service delivery.
- Contribute to a positive team culture that reflects MCM's values and commitment to excellence.
- Participate in ongoing professional development to enhance knowledge, skills, and practice.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.

KEY SELECTION CRITERIA

Essential Criteria

- Demonstrated experience providing person-centred support to people with disability, including individuals with complex support needs, behaviours of concern, and high-intensity care requirements.
- Ability to support people with disability to achieve their goals, maximise independence, exercise choice and control, and actively participate in community life.
- Demonstrated understanding and application of Positive Behaviour Support principles, behaviour support strategies, and person-centred active support practices.
- Demonstrated ability to administer medication and implement health care plans in accordance with organisational policies and procedures.
- Strong written and verbal communication skills, including the ability to maintain accurate case notes, participant records, reports, and service delivery documentation.
- Commitment to safeguarding, human rights, inclusion, dignity of risk, and the delivery of safe and quality services for people with disability.
- Ability to work across a rotating roster including mornings, afternoons, evenings, weekends, sleepover shifts, public holidays, and active night shifts where required.
- Current First Aid Certificate, including CPR.

Essential Safety Screening Requirements:

- [This position is identified as a NDIS risk-assessed role on the basis that it is: involved in the direct delivery of specified supports or services to a person with disability.]
- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Certificate 3 or 4 in disability or community supports
- Experience supporting individuals with activities of daily living, personal care, community access, and health and wellbeing needs.
- Understanding of the National Disability Insurance Scheme (NDIS), NDIS Practice Standards, Quality and Safeguards requirements, and contemporary disability support practices.
- Ability to work collaboratively with families, carers, guardians, health professionals, allied health practitioners, and other stakeholders to achieve positive participant outcomes.
- Demonstrated ability to work effectively as part of a team while also exercising initiative, sound judgement, and accountability in day-to-day practice.

POSITION AUTHORITIES**Number of Reports**

Direct Reports				Indirect Reports			
Number:	0	FTE:	0	Number:	0	FTE:	0
List Teams / Positions				List Teams / Positions			

Expenditure

Operating:	N/A	Capital:	N/A
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Other Authorities**Supervision or Direction Required**

Disability Support Worker role operates under the general supervision of the House Manager, Team Leader, or other designated supervisor. The role requires the ability to work both independently and collaboratively within a multidisciplinary team, exercising sound judgement and initiative when responding to the day-to-day support, health, wellbeing, and safety needs of the people supported.

The incumbent is expected to:

- Receive regular supervision (monthly), coaching, and performance feedback from their manager.
- Work autonomously during shifts while following established policies, procedures, support plans, behaviour support plans, health plans, and risk management strategies.
- Exercise discretion and professional judgement when responding to routine issues, escalating complex, high-risk, safeguarding, behavioural, health, or operational concerns to the relevant manager or on-call representative.
- Participate in team meetings, training, supervision, and practice development activities to ensure the delivery of safe, high-quality, person-centred supports.
- Seek guidance when circumstances fall outside established procedures, delegated authority, or professional competence.

The position requires a moderate level of independence in the delivery of support services while remaining accountable to organisational policies, legislative requirements, NDIS Practice Standards, and the direction provided by management.

Planning

The Disability Support Worker is responsible for organising and managing their daily workload within established rosters, participant support plans, operational procedures, and service requirements. The role contributes to the planning and implementation of supports that enable participants to achieve their individual goals and desired outcomes.

The incumbent is expected to:

- Manage day-to-day priorities and workflow during allocated shifts.

- Plan and coordinate activities in line with participants' individual support plans, health plans, behavioural support plans, and personal goals.
- Contribute to the development, implementation, monitoring, and review of participant support plans and strategies.
- Anticipate and respond to changing participant needs and operational requirements.
- Schedule and support community access activities, appointments, and daily living routines.
- Maintain accurate and timely documentation and complete required administrative tasks within established timeframes.
- Contribute ideas and feedback to improve service delivery, participant outcomes, and team effectiveness.

Freedom to Act

The role does not have responsibility for setting organisational objectives, managing budgets, or supervising staff but plays an important role in supporting the achievement of service and participant outcomes.

Assistance to Higher Level

The Disability Support Worker provides operational and practice-based support to the House Manager, Team Leader, and broader multidisciplinary team by contributing information, observations, and recommendations that support effective service delivery and positive participant outcomes. While the role does not provide authoritative professional advice or have responsibility for policy development, it contributes valuable frontline knowledge and practical recommendations that support operational decision-making, quality improvement, and participant-centred service delivery.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • House Manager • Disability Services Program Manager • MCM Group Services including Disability Services • MCM Shared Services |
| External Relationships | <ul style="list-style-type: none"> • NDIS Participants and their families • Nominees and Advocates • National Disability Insurance Agency (NDIA) • NDIS Quality and Safeguards Commission • Allied health professionals including occupational therapists, speech pathologists, physiotherapists, psychologists, social workers and dietitians |

- Other disability service providers and specialist support agencies

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference
	We work in highly effective teams and our people are connected across our organisation
	We engage proactively with others to deliver outcomes
Courageous	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
Curious	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
Open	We are transparent and have genuine, honest interactions
	We listen and hear people's voices
	We value and respect the autonomy of clients
	We trust one another
Accountable	We act safely in all our interactions
	We manage within our financial and resource boundaries
	We own our outcomes and decisions
	We are proud of the work that we do

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.

- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.