

Position Description

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| POSITION TITLE | Disability Support Worker – Complex Behaviour Support |
| EMPLOYMENT STATUS | Permanent - Full Time 38 hrs per week |
| WORK HOURS | General hours of operation are 7 days a week from 7am to 7pm |
| WORK SETTING(S) | Varied - at our sites and social enterprises, or out in the community. |
| WORK LOCATION(S) | Christie Centre, 115-117 Twelfth Street, Mildura, VIC. You will be expected to travel to other site locations occasionally as needed. Christie Centre sites include: Head Office, Christie Centre AroundAgain ArtRageUs Boyden Street GrowAbility Nursery Life Skills My Choice |
| REPORTS TO | Mentor of Positive Behaviour Supports (PBS) Team |
| CLASSIFICATION | Band 2, Paypoint 1, Level 3 - Band 2, Paypoint 4, Level 6 - \$34.58 - \$37.73 per hour (depending on experience and qualifications.) Victorian Disability Services (NGO) Agreement 2023 All leave entitlements are in accordance with the National Employment Standards (NES) and as outlined in the agreement. |

POSITION PURPOSE

To provide high quality support to service users that is flexible and individualised and facilitate involvement in daily and living skill activities across all services of the Christie Centre.

This role will support individuals with complex behaviour needs and will be responsible for implementing Behaviour Support Plans, maintaining strong professional boundaries and delivering consistent, person-centred support. Working directly with participants who require structured and evidence-based support to reduce behaviours of concern and build skills for greater independence and quality of life. The role will be part of a consistent team approach and respond effectively across varying levels of escalation.

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RESPONSIBILITIES & DUTIES

This position has responsibility for the following tasks:

- Implement Behaviour Support Plans with consistency and accuracy
- Follow proactive and reactive strategies as outlined by Behaviour Support Practitioners
- Maintain accurate records in accordance with NDIS requirements, including prompt incident reporting and behaviour reporting documentation.
- Support participants with daily living skills, community exercise and routine based activities
- Recognise early signs of escalation and respond using least-restrictive, evidence-based approaches.
- Work collaboratively with families, Support Coordinators, Behaviour Support Practitioners and Allied Health professionals
- Attend regular supervision, team meetings and training.

REQUIREMENTS, SKILLS & EXPERIENCE

Essential

- NDIS Worker Screening Check (State-based)
- Current National Police Check (minimum 3 months valid)
- Current Driver’s Licence
- Certificate IV in Disability or higher/equivalent
- Demonstrated experience supporting individuals with complex behaviours
- Strong understanding of positive behaviour support and restrictive practice requirements
- Ability to remain calm, consistent and responsive under pressure
- High level of self-awareness and reflective practice skills
- Excellent communication and teamwork skills
- Confidence in following structured plans
- Treats others with dignity and respect
- Active listening skills
- Technologically proficient
- Excellent written and verbal communication skills
- Commitment to inclusive, strengths-based practice and values-driven work

Desirable

- Tertiary qualifications in Social Work
- Victorian Disability Worker Commission (VDWC) Worker Registration

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| Date Created: May 2026 | | Approved: Executive Officer |
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ORGANISATIONAL RELATIONSHIPS

- Reports directly to Mentor of Positive Behaviour Support (PBS) Team.
- Responsible for participants to whom support are being provided.
- Works collaboratively with team members to provide quality service and support.
- Liaise with specialist staff for additional support to meet participant needs.

ORGANISATION

Company Overview

The Christie Centre Inc. is a highly respected disability service provider based in Mildura, Victoria. Established in 1954, Christie Centre Inc. is a local organisation providing group, individual support and employment services for individuals with disability through various services based on interests and needs with transition pathways for life long personal development.

Company Values

The Christie Centre Inc. is committed to constant service improvement requiring deliberate and sustained effort and a learning culture. The Christie Centre encourages a self-directed team approach, taking responsibility for required actions and following processes is important.

The Christie Centre’s mission is to support people to have meaningful lives in their community.

We aspire to grow through efficient delivery of person-centred services that meet the goals and needs of the individual. Our Four Pillars, along with our Vision, Mission & Values are the foundation that underpins and guides our strategic direction:

- **Be a valued and preferred provider**
Cultivate inclusive, flexible and accessible services that are valued and chosen
- **Provide excellence in service and support**
Promote independence, meaningful engagement and inclusion for people with disability, supported by a flexible and value-driven workforce
- **Build on sustainability**
Ensure our organisation is sustainable and offers value for money and opportunities for growth and development
- **Advocate for community engagement**
Engage and listen to people with disability and nurture meaningful lives without boundaries.

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Occupational Health and Environmental Safety

At Christie Centre, everyone plays an important role in creating and maintaining a safe, healthy, and supportive workplace.

All Christie Centre employees are expected to:

- Take reasonable care of their own health and safety, and the health and safety of others in the workplace.
- Follow Christie Centre infection prevention and control policies and procedures.
- Use equipment and personal protective equipment provided to support health and safety at work.
- Cooperate with and follow reasonable health and safety instructions from Christie Centre.
- Support Christie Centre in meeting our duty of care, including taking part in hazard identification and workplace inspections when required.
- Comply with all Christie Centre occupational health and safety policies, procedures, and guidelines.
- Ensure that health and safety equipment or processes are used appropriately and not interfered with or misused.

Under Section 21 of the Occupational Health and Safety Act 2004 (Vic), Christie Centre has a responsibility to provide and maintain a working environment that is safe and free from risks to health, so far as is reasonably practicable. This includes taking steps to ensure employees are not placed at risk of injury while carrying out the duties of their role.

To support this commitment, Christie Centre requires that all candidates and employees have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for, or have been accepted into.

If a potential risk is identified and there is a need to better understand an individual’s ability to safely perform their role, Christie Centre may, with the consent of the candidate or employee, arrange an independent medical assessment. This process helps to ensure that all staff can work safely and reduces the risk of injury or aggravation of any existing condition.

Christie Centre Inc. is a smoke free workplace

SCOPE

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

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