

Position Description

Position	Information and Family Support Officer – South Australia
Employment Status	Part-time position (Contract to June 2025)
Location	Adelaide - South Australia

Position Description

The Information and Family Support Project Officer will be responsible for providing information to people with Down syndrome and their families across South Australia. The Project Officer (SA) will work collaboratively with other Information and Support staff around Australia, particularly WA to share information and resources. This position will be a part of the Down Syndrome Western Australia Family Support team.

Position Responsibilities

- Proactively provide information, and assistance to people with Down syndrome in South Australia.
- Provide information to families, carers and supporters of people with Down syndrome across the age spectrum.
- Support the development of a Family Advisory Committee in South Australia to provide advice to the broader Down Syndrome community across Australia.
- Provide phone support, visits, community connections and external agency referral for families, carers and supporters.
- Respond to requests for information and support from people with Down syndrome, families, health professionals, disability service professionals, schools, and community organisations/ agencies based in South Australia.
- Facilitate peer support groups sessions/workshops.
- Support the moderation of any closed social media groups that are established for South Australia.
- Provide monthly activity reports to the CEO.
- Work collaboratively to share information with other Information and Support teams from the Down Syndrome Australia collaborative members.
- Report through the CRM on the activities undertaken through this project.

Organisation Background

Down Syndrome WA was established in 1986 as the peak body for people with Down syndrome in Western Australia. Our purpose is to Support a Life of Possibilities.

In 2024 DSWA was approached to provide support to the South Australian Down syndrome community.

Reporting structure: This position reports directly to CEO of Down Syndrome Western Australia.

Skills, Knowledge and Experience

Essential

- Knowledge and understanding of the support and information needs of people with Down syndrome, and their families including an understanding of the National Disability Insurance Scheme (NDIS).
- Relevant qualifications and/or experience in disability, social welfare, counselling or equivalent.
- Excellent communication skills, including ability to communicate with sensitivity and empathy.
- Demonstrated ability to work effectively with people with an intellectual disability and their families, providing information and support in a person-centred, strength-based approach.
- A strong work ethic and an ability to work independently and as part of a team.
- Strong commitment to inclusion of people with disabilities within the community and an understanding of the social model of disability.
- Exceptional written and verbal communication skills; and,
- Well-developed organisational skills and experience in the coordination of services and/or complex projects.

Desirable

- Lived experience of Down syndrome
- Established connection to the Down syndrome community in South Australia
- Experience working on a non-for-profit or similar environment

Work Environment

This position may be based in an office or home environment (if desired). The nature of this role and its responsibilities deems that occasionally some work will be required outside normal business hours. Some interstate travel may be required. The successful applicant will initially be employed for a probationary period of three months. Acceptance of the position involves a willingness to work within the philosophies and policy directions of Down Syndrome Western Australia.

The successful applicant will be required to undergo satisfactory pre-employment checks including professional referees, completion of a satisfactory police records check and Working with Children Check.

Down Syndrome Western Australia maintains a smoke-free environment.

Down Syndrome Western Australia is an equal opportunity employer and strongly encourages people with a disability to apply for all positions

Selection Criteria

Please respond to the following five selection criteria

1. Knowledge and Understanding of Down Syndrome and NDIS:

Describe your experience working with individuals who have Down syndrome and their families? How have you supported their needs, particularly within the framework of the National Disability Insurance Scheme (NDIS)?

2. Relevant Qualifications and Experience:

Describe what qualifications or professional or lived experience you have in disability services, social welfare, or counselling. How do these experiences prepare you for working with individuals with Down syndrome?

3. Communication Skills:

Provide an example of a situation where you had to communicate sensitive or complex information to a person with an intellectual disability and their family? How did you ensure that your communication was empathetic and effective?

4. Person-Centred Support:

Describe a time when you provided person-centred and strength-based support to a person with an intellectual disability. How did you tailor your approach to meet their individual needs?

5. Teamwork and Inclusion:

How do you promote the inclusion of people with disabilities within the community? Can you provide an example of how you worked both independently and as part of a team to coordinate complex services or projects?