

Position Description

Child & Family Support Worker / Therapy Assistant

Position Details

Position Title: Child & Family Support Worker / Therapy Assistant

Reports To: Clinical Director, and other Allied Health Lead Therapists, and delegated supervisor

Employment Type: Casual

Location: Northern Rivers NSW (Kyogle, Casino, Lismore and surrounding communities)

Award: Either:

- Social, Community, Home Care and Disability Services Industry Award (SCHADS), or
 - Health Professionals and Support Services Award (HPSS)
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About Bloom

Bloom is a neuroaffirming, family-centred organisation supporting children, adolescents and adults with disability, developmental differences and support needs across the Northern Rivers, and with a secondary service location in Victoria.

Our services include:

- Behaviour Support
- Therapy Assistance
- Child & Family Support
- Social Skills Groups
- Community Participation
- Capacity Building Supports
- School, Home and Clinic-Based Services

We combine evidence-based practice with creativity, movement, play, connection and real-world learning opportunities.

At Bloom, we believe meaningful change happens when people feel safe, understood and supported to grow.

Position Purpose

The Child & Family Support Worker / Therapy Assistant provides direct support to children, young people and families in home, school, clinic and community settings.

The role focuses on building independence, confidence, communication, emotional regulation, social skills, community participation and quality of life.

Staff work under the guidance of Behaviour Support Practitioners and our senior clinical team members to implement participant goals, therapy programs and behaviour support strategies.

This is an active, hands-on role requiring flexibility, initiative, strong interpersonal skills, a joy working with children, and a genuine passion for supporting people to thrive.

What Does the Role Look Like?

No two days at Bloom are the same.

A typical week may involve:

- Supporting a preschool-aged child in a social group
- Helping a young person develop independence skills in the community
- Assisting with therapy activities designed by senior clinicians
- Facilitating creative, sensory, movement-based or life-skills activities; either 1:1 or in group
- Supporting emotional regulation and communication development
- Attending schools, homes, parks, sporting activities or community events
- Building positive relationships with children, young people and families
- Collecting simple observational data and writing session notes

A Note About Behaviour Support at Bloom

Bloom supports many children, young people and families who have experienced challenges participating successfully in mainstream settings, community activities or other services.

As a result, some participants may engage in behaviours that challenge those around them, including verbal aggression, physical aggression, property damage,

absconding, emotional dysregulation or other behaviours that present safety concerns.

We recognise that this aspect of the role is not for everyone. However, for the right person, supporting someone through these moments can be one of the most rewarding parts of the job.

At Bloom, we view behaviour as communication. Rather than asking "How do we stop this behaviour?", we ask "What is this person trying to communicate, and how can we help them succeed?"

Staff are never expected to manage challenging situations without support. Participants who present with significant behavioural risks will have support plans in place, and staff receive ongoing mentoring, supervision and guidance from experienced Behaviour Support Practitioners and senior team members.

We are committed to creating safe environments for both participants and staff. We will never require a staff member to support a participant they do not feel safe working with, and we actively work to ensure staff have the training, confidence and support needed to perform their role safely and effectively.

The people who thrive at Bloom are often those who can remain calm under pressure, see the person behind the behaviour, and find satisfaction in helping children and families achieve goals that others may have thought were out of reach.

Key Responsibilities

Participant Support

- Deliver support sessions in accordance with participant goals and plans.
- Promote participant choice, autonomy and dignity.
- Support participants to access and engage in their community.
- Build independence, confidence and functional life skills.
- Facilitate meaningful participation in social, recreational and educational activities.
- Maintain participant safety and wellbeing at all times.
- Follow participant support plans, therapy programs and behaviour support strategies.

Therapy Assistance

- Assist with the implementation of programs developed by Behaviour Support Practitioners and other clinicians.

- Support learning through play, movement, creativity and everyday experiences.
- Encourage communication, social interaction and emotional regulation.
- Reinforce skills taught during therapy sessions and group programs.
- Collect basic session data and observations when required.

Group Programs

- Assist with planning, preparation and delivery of group activities.
- Facilitate participant engagement and inclusion.
- Encourage positive peer interactions and social learning.
- Assist with set-up, pack-down and preparation of resources.
- Support children and young people during structured and unstructured activities.

Family Collaboration

- Build positive relationships with participants and families.
- Communicate respectfully and professionally.
- Share relevant information with supervising clinicians.
- Maintain professional boundaries at all times.
- Represent Bloom professionally within the community.

Documentation & Administration

- Complete session notes within required timeframes.
- Record relevant observations and participant progress.
- Follow Bloom policies and procedures.
- Maintain confidentiality and privacy requirements.
- Report incidents, hazards and safeguarding concerns promptly.

Essential Skills & Attributes

We are looking for people who:

- Build rapport easily with children and families.
- Can be a bit silly and carefree and genuinely have fun with the children we support.
- Are warm, respectful and approachable.

- Are calm and confident under pressure.
 - Can think flexibly and problem solve.
 - Enjoy being active, creative and engaged.
 - Have strong communication skills.
 - Are reliable and accountable.
 - Can work independently while remaining part of a team.
 - Are open to feedback and ongoing learning.
 - Share Bloom's values of kindness, respect, inclusion and growth.
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Desired Experience

Experience in one or more of the following areas is highly regarded:

- Disability Support
- Child & Family Support
- Youth Work
- Community Services
- Early Childhood Education
- Teaching
- Allied Health Assistance
- Behaviour Support
- Psychology
- Social Work
- Developmental Education
- Occupational Therapy
- Speech Pathology

We welcome applications from experienced professionals, students and people with relevant lived experience.

Essential Requirements

- Current Driver Licence
- Reliable and insured vehicle

- Current Working With Children Check
 - NDIS Worker Screening Check (or willingness to obtain)
 - Current First Aid and CPR Certification (or willingness to obtain)
 - National Police Check (or willingness to obtain)
 - Right to work in Australia
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Physical Requirements

This role may involve:

- Supporting active children and young people
- Outdoor and community-based activities
- Walking, standing and movement throughout shifts
- Transporting resources and equipment
- Supporting participants during recreational activities

The specific physical demands of the role will vary depending on the participants and services being supported.

Inclusion and Reasonable Adjustments

We believe that diversity strengthens our team. We recognise that many people bring valuable lived experience through disability, chronic health conditions, neurodivergence, mental health challenges, caring responsibilities or other support needs.

These experiences are not viewed as weaknesses. In many cases, they provide unique insight, empathy and strengths that enrich our work with participants and families.

We encourage applicants to disclose any support needs, limitations or adjustments that may help them perform their role safely and successfully. Wherever reasonably possible, Bloom will work collaboratively with staff to identify and implement appropriate adjustments.

We already have a diverse team with varying strengths, experiences and support needs, and we are committed to creating a workplace where people feel safe, respected and able to contribute their best.

Our focus is not on whether someone needs support, but on ensuring the right people are matched to the right roles, with the right supports in place to help them succeed. Essentially this is the approach we support our participants in, and we practice what we preach.

Our Values

-  **Growth** - We embrace learning, curiosity and continuous improvement.
 -  **Respect** - We treat people with dignity, compassion and understanding.
 -  **Collaboration** - We work together with families, participants and colleagues.
 -  **Inclusion** - We celebrate diversity and create environments where everyone belongs.
 -  **Kindness** - We believe relationships are at the heart of meaningful support.
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Why Work With Bloom?

At Bloom, we believe great support starts with great people.

When you join Bloom, you'll become part of a supportive team committed to helping both participants and staff thrive.

We offer:

- Flexible work arrangements wherever possible
- Award rates; either
 - Social, Community, Home Care and Disability Services Industry Award (SCHADS)
 - Health Professionals and Support Services Award (HPSS)
- Ongoing mentoring and supervision
- Opportunities to develop skills across disability support, therapy assistance, allied health or behaviour support
- Meaningful and varied work
- A collaborative and supportive workplace culture
- Career growth opportunities within a growing organisation

Through initiatives such as our Bloom Greenhouse recognition program, regular team development opportunities and collaborative approach to practice, we actively invest in helping our people grow.

Diversity & Inclusion

Bloom is committed to creating an inclusive workplace where all people feel welcome, valued and respected.

We welcome applicants of all genders, cultures, abilities and backgrounds, and strongly encourage applications from Aboriginal and Torres Strait Islander peoples.

As a service supporting diverse families across the Northern Rivers, we recognise the importance of building a workforce that reflects and respectfully understands the communities we serve.

Child Safety Commitment

Bloom is committed to safeguarding children and vulnerable people.

All staff are expected to uphold Bloom's child-safe practices, maintain professional boundaries and contribute to environments where children and young people feel safe, respected and heard.

A Note From Us

We're not looking for perfect people.

We're looking for kind, reliable, curious people who genuinely care about making a difference.

If that sounds like you, we'd love to hear from you.

