



## Role profile

<b>Agency</b>	<b>Department of Communities, Disability Services and Seniors</b>		
<b>Title</b>	Residential Care Officer (Disability Support Worker)		
<b>Job Ad Ref</b>	<i>As per advertised position</i>	<b>Location</b>	<i>As per advertised position</i>
<b>Salary range</b>	\$34.05 (not inclusive of shift allowances)	<b>Classification</b>	003
<b>Business unit &amp; Service area</b>	Accommodation Support and Respite Services – <a href="#">Various service areas</a>	<b>Reports to</b>	Team Leader
<b>Status &amp; employment type</b>	Casual	<b>Job duration</b>	
<b>Closing date</b>	<i>As per advertised position</i>	<b>Contact details</b>	<i>Workforce Capability 30978579</i>
<b>Mandatory qualification/ requirements</b>	Certificate IV in Disability or ability to complete within a prescribed timeframe. HLTAID003 – “Provide First Aid” or HLTAID004 – “Provide an emergency first aid response in an education and care setting” Open “C” class Australian driver’s licence Attendance at paid induction training program and satisfactory completion of training induction framework.		

### Department of Communities, Disability Services and Seniors

The **Department of Communities, Disability Services and Seniors** is committed to improving the social and economic wellbeing of people and communities by delivering quality targeted support. We do this by:

- **Putting Queenslanders first** by increasing the opportunities for all Queenslanders to feel included and to participate in social and economic activities to support communities.
- **Valuing Queensland communities** by investing in local community services and place-based approaches to assist communities to thrive and increase resilience.
- **Championing the community services industry** by collaborating with a progressive, high-performing industry to deliver jobs and quality services to all Queenslanders.
- **Leading in public sector management and governance** by demonstrating innovation in our approaches to improve the capacity, capability and resilience of clients, communities, stakeholders and staff.

In the department, you will be part of a team that supports thriving Queensland communities, where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing. You will also be able to access salary packaging, flexible leave and working options, learning opportunities and professional development all within a safe and healthy work environment.

If you would like further information about our department visit our website at <https://www.communities.qld.gov.au>.

## Why join our team

The Department of Communities, Disability Services and Seniors is a department striving to achieve high quality, safe and cost efficient services to vulnerable and older members in the community. It is an organisation focussed on promoting a culture which supports the best possible outcomes for clients through evidence-based best practice and innovation in the provision of accommodation support and respite services for people with a disability, a range of concessions and assistance for seniors, and support for communities in times of need and natural disasters.

The Department is also a significant contributor to building thriving communities, including by place-based approaches to improving well-being and strategies to advance Queensland's community services industry.

## About Accommodation Support and Respite Services

The Department provides assistance in shared living arrangements (accommodation support) and short term accommodation support (centre-based overnight respite). These services are delivered through Accommodation Support and Respite Services (AS&RS).

People receiving accommodation services from AS&RS usually require higher levels of support (e.g. 24 hour support with an awake nightshift). AS&RS accommodation services are available in many locations across Queensland.

If you would like further information about AS&RS visit our website at <https://www.communities.qld.gov.au/accommodation-support-respite-services>.

## Your contribution

As part of a team, the Residential Care Officer (Disability Support Worker) (RCO-DSW) is employed to provide direct service delivery supporting people with an intellectual disability in planning for and attaining lifestyles and futures which meet their individual needs and abilities that are valued in the community.

As a RCO-DSW you will work with people using a person centred approach in their homes or in respite centres actively assisting them to participate in activities including leisure, personal care and household management. You will also promote participation and friendships in the local community.

## Key responsibilities

### Client Care

Support client skill development and provide direct assistance to clients as required to ensure their day to day needs are met. Support is not segregated by gender and includes (but is not limited to):

- Personal care including mealtime support, personal hygiene, grooming, toileting, showering and safe mobility.
- Household management, including tenancy matters, home furnishing and identifying maintenance and repair needs.
- Daily activities including shopping, transport and housekeeping such as cooking, laundry, cleaning, bed making and garden activities.
- Medication support ensuring correct dosages as prescribed, emergency medical first aid (including resuscitation), seizure response and invasive personal cares and health needs.

- Personal and household finances including budgeting and paying bills.
- Develop personal routines and lifestyles which meet their needs and promote inclusion in the community.
- Assisting client to establish and maintain relationships and interests.
- Contribute to the development and implementation of plans, including behaviour recording for Positive Behaviour Support Plans.
- Effectively utilise behaviour support strategies to maintain support for those clients who exhibit challenging behaviour.

### Physical Tasks

Have and maintain a general level of fitness in order to perform tasks with physical requirements including (and not limited to):

- Standing and sitting for long time periods, staying awake and alert on night shift, bending and crouching, pushing wheelchairs, driving vehicles without power steering.
- Lifting using safe practices for example, transferring clients from bed to chair, chair to toilet.
- Responding quickly to provide immediate attention as required to reduce harm to client.

### Communication

- Communicate and interact in ways that are respectful, encouraging personal choice and protecting rights and dignity.
- Ensure appropriate consultation and communication with clients, their families and advocates, team leaders and other departmental staff about the clients' individual abilities, preferences and goals.
- Promote effective team work by forming good team relationships, participating in team meetings, sharing information and participating in discussions to resolve issues.
- Encourage and model positive and socially appropriate behaviour.

### Organisational

- Maintain current knowledge and understanding of relevant departmental policies, procedures, guidelines and legislation, and comply with Workplace Health and Safety requirements.
- Provide accurate and timely reports, and accurately maintain all files and records.
- Support appropriate governance, management practices and continuous improvement of work practices by engaging in and contributing to forums, meetings and planning activities, as well as performance and professional development agreements.

### Working relationships in this role

The position of Residential Care Officer (Disability Support Worker) reports to a Team Leader.

### How will you be assessed for this role?

To be successful in this role you will be required to demonstrate competency in relation to technical requirements of the role as well as the [Leadership competencies for Queensland](#):

- Ability to provide client support in a manner that empowers people with an intellectual disability to achieve greater levels of independence, self-reliance, community participation and wellbeing (**Technical/role specific**)
- Ability to perform the physical requirements of the role (**Technical/role specific**)

- Ability to make considered and ethical decisions in client care based on knowledge of organisational requirements and client need **(Vision)**
- Ability to build relationships to enable the delivery of quality client outcomes **(Results)**
- High quality interpersonal communication skills, including an ability to adopt a person-centred approach with clients and work within a team **(Results)**
- Satisfactory written communication skills including an ability to keep records and maintain client files **(Accountability)**
- Good organisational skills and an ability to work independently so as to maintain a high standard of daily client care **(Accountability)**

## Our inclusive workforce

The Department values the skills and insights we gain through a diverse and inclusive workforce that reflects the community we serve.

We encourage applications from people of all ages, life stages, caring responsibilities, intellectual/physical abilities, gender identity, sexual orientation, cultural background and ethnicity to apply for positions with us.

We promote a respectful workplace culture that is free from all forms of harassment, workplace bullying, discrimination and violence. We respect, protect and promote human rights, including through our recruitment processes. The Department has achieved White Ribbon Australia (WRA) Workplace Accreditation as part of our commitment to prevent domestic and family violence.

## Want to apply?

To apply, your application should include:

- a one page cover letter outlining who you are, your strengths and qualifications, and why you are interested in this role. Consider the competencies listed in *'How will you be assessed for this role'*, in particular the behavioural indicators for each competency provided in the [Leadership competencies for Queensland](#).
- a current resume containing details of two referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- copies of:
  - Open “C” class Australian driver’s licence - please provide evidence of name change if the name on your licence is different to your qualification documents. (P1 and P2 classes are not accepted.)
  - HLTAID003 - “Provide First Aid” or HLTAID004 - “Provide an emergency first aid response in an education and care setting” and CPR certificate/s.
  - Your passport, **only if you are not currently an Australian citizen and hold a visa** (The Department is required to complete a visa check (VEVO) to confirm working rights).

Completion of a compulsory questionnaire emailed to you after submission of your [SmartJobs](#) application is also required.

### \*Tips to a good cover letter

Your cover letter is an opportunity to introduce yourself and explain your suitability to the role of Disability Support Worker / Residential Care Officer (RCO). This assists the panel to begin to learn



about who you are and why you would like to apply for the position. The cover letter is an effective way to summarise the key points from your resume or highlight important aspects not covered in your resume you would like the panel to consider.

Generally a cover letter is a maximum of one page in length as you will also include your resume which will outline your employment history in more detail. You can state in the cover letter that more details can be found in your resume.

Ensure that you have current contact details including your email address in the cover letter.

In your cover letter include the following:

- In the first paragraph introduce yourself.
- Address the following questions:
  - Why are you interested in the role of RCO?
  - Why are you the right person for the position?
  - Highlight your skills, experience and what you can bring to the role.
  - What hobbies and/or interests do you have that could be relevant to the role?
  - For example a musician, or an avid football fan.

\*For more information and tips on [how to write a resume and cover letter](#).

All role descriptions and selection processes are required to be aligned with the Leadership competencies for Queensland (LCQ). For more information visit: <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.

## Applying online

Applying online through the Smart Jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application. By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

All applicants are encouraged to advise the panel of any additional support or reasonable adjustments required during the recruitment process. The methods used in the recruitment for a role may vary, but the sorts of processes used, but may include; online application form, online cognitive testing, video interview, written response task, assessment centre, in-person interview.

Please indicate in your application if you require assistance with accessibility (e.g. National Relay Service, Screen Reader accessible documents etc.) for any processes that may be used.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on (07) 3021 5465 or (07) 3021 5460, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart Jobs and careers website, so please allow enough time before the closing date to submit your application. If the Selection Panel has granted

approval to consider a late application, please contact the Applications Processing Team on the numbers above to arrange this.

**Hand delivered applications will not be accepted.**

### Other important information

- Working in eligible regional and remote locations can attract additional benefits which may include financial incentives, subsidised accommodation and additional leave. For further information regarding the benefits of working for the Queensland Government, visit our website at <https://www.communities.qld.gov.au/about-us/careers/benefits-working-us>
- A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise)
- Successful applicants will be subject to a criminal history check and/or blue and yellow card screening for roles that work with children and clients with a disability.
- Successful applicants may be required to disclose any previous serious disciplinary action
- Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years
- Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location)
- To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia for the period of the vacancy.
- Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
- Where 'eligibility for registration' is shown as a mandatory condition of the role, successful applicants are required to obtain the relevant registration prior to commencing work and maintain registration for the duration of employment in the role.
- The Department of Communities, Disability Services and Seniors has a zero tolerance to domestic and family violence.



**Delete approval information prior to advertising**

Date of Review: 27/7/2020

**Approved by:**

Delegate's title \_\_\_\_\_

Unit \_\_\_\_\_

Delegate's name _____	Level _____
Signature _____	Date _____