



## 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>	TBA	<b>Location</b>	Townsville and Loganlea
<b>Salary range</b>	\$32.49 <i>(plus shift allowances as they apply)</i>	<b>Classification</b>	003
<b>Business unit &amp; Service area</b>	Accommodation Support and Respite Services – Various across Northern and South East Service Areas.	<b>Reports to</b>	Team Leader
<b>Status &amp; employment type</b>	Casual	<b>Job duration</b>	
<b>Closing date</b>	19 April 2019	<b>Contact details</b>	Disability Workforce Capability (07) 323 90386
<b>Mandatory qualification/ requirements</b>	<ul style="list-style-type: none"> <li>HLTAID003 – “Provide First Aid” or</li> <li>HLTAID004 – “Provide an emergency first aid response in an education and care setting”</li> <li>Open “C” class Australian driver’s licence</li> <li>Certificate IV in Disability or ability to complete within a prescribed timeframe.</li> </ul> <p>Other requirement: Attendance at 3 week paid induction training program.</p>		

### Department of Communities, Disability Services and Seniors

The **Department of Communities, Disability Services and Seniors** is committed to improving the wellbeing of individuals and communities, and supporting the sustainability of the community services industry. We do this by:

- **Putting people first** by providing access to a range of universal and targeted services to support individuals and families across Queensland.
- **Valuing Queensland communities** by building on current investment in local community services and place-based responses to build the resilience and responsiveness of communities.
- **Advancing the community services** industry to ensure that Queensland has a progressive, high-performing community services industry delivering quality services that help people and communities to thrive.
- **Demonstrating leading approaches** to public sector management and governance.

In the department, you will be part of a team that puts customers first, brings ideas into action, unleashes potential, encourages you to be courageous and empowers you. 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 <http://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 of Communities, Disability Services and Seniors 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.

## Your contribution

The role of the Disability Support Worker (Residential Care Officer) (DSW-RCO) is to work as part of a team 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 DSW-RCO 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

Consulting and communicating with service users, their families and advocates, team leaders and other departmental staff about the service users individual abilities, preferences, and aspirations.

- Supporting service users to establish and maintain relationships and interests
- Communicating and interacting in ways that are respectful, encouraging personal choice and protecting rights and dignity
- Supporting service users, as required, to develop skills in personal care (including personal hygiene and grooming), taking medication (as prescribed by their treating doctor), and assistance with safe mobility
- Encouraging and modelling positive and socially appropriate behaviour and providing support with the development and implementation of plans, including Positive Behaviour Support Plans
- Effectively utilising behaviour support strategies to support those service users who exhibit challenging behaviour.

## **Other requirements of this position include -**

Assist clients as required with:

- Daily activities, shopping and transport and housekeeping. Housekeeping will include: cleaning the laundry, toilets, and kitchen areas; washing dishes; bed making; vacuuming; sweeping and mopping floors; laundering; carrying groceries and garden watering
- Cooking and preparing meals for up to 4-5 people
- Mealtime support, medication support, e.g. taking medication as prescribed by the client's treating doctor
- Administering and /or undertaking intrusive medical procedures relevant to client need.

Personal care involving: grooming, toileting, showering, bathing, dressing etc., please note houses are not gender segregated; you must be willing and able to undertake this job requirement. Some clients are able to complete tasks with minimum assistance; others may require physical support to complete tasks, and;

Household management including tenancy matters, home furnishing and identifying maintenance and repair needs.

### **You will also be required to:**

- Maintain clients personal and household finances including, budgeting, paying bills and accounts as prescribed in the procedure manual
- Provide accurate and timely reports, accurately maintain clients personal files, health care records, Positive Behaviour Support Plan recordings (where applicable), Active support records and other organisational records as required
- Identify relevant support networks, agencies and services
- Design plans to facilitate individual development and promote community inclusion
- Assist with the development and actively participate in the implementation of support plans developed with professional and specialist services staff
- Employ positive behaviour support strategies to manage client frustration and reactive behaviour which may include verbal outbursts and demands for attention.

### **You will be required to assist clients to develop personal routines and lifestyles which meet their individual needs, abilities and preferences, and which promote inclusion in their community by:**

- Communicating and interacting with clients in ways which are respectful, encouraging personal choice and protecting rights and dignity
- Identifying and acting on opportunities for clients to develop skills and competencies
- Encouraging and modelling positive and socially appropriate behaviour and effectively applying behaviour support strategies to support those clients who exhibit challenging behaviours
- Supporting clients to establish and maintain relationships and interests through participation in community activities
- Maintaining current knowledge and understanding of relevant organisational policies, procedures, guidelines and legislation
- Complying with the organisation's instructions and policies for Workplace Health and Safety to ensure that you do not place yourself or others at risk of injury
- Contributing to the continuous improvement of services by engaging in and contributing to forums, meetings and planning activities
- Actively participating in performance and professional development planning.

### **Physical requirements of the role are to:**

- Drive a car or mini bus which may or may not have power steering
- Have and maintain a general level of fitness
- Stand for long periods of time
- Sit for long periods of time
- Bend, kneel and crouch
- Perform repetitive movements of hands and arms
- Stay alert on night shifts
- Lift a range of weights using safe practices when performing manual tasks. Manual tasks may consist of transferring clients from bed to chair, chair to toilet, and to and from motor vehicles. These duties are to be performed in accordance with the *Hazardous Manual Tasks Code of Practice 2011* (Training in manual handling techniques is provided)
- Push manual wheelchairs within the house and out in the community (varied surfaces and gradients)
- Physically and mentally react quickly in situations where clients require immediate attention due to being at risk of harm
- Employ protective actions as required. This could include reacting quickly and using actions or avoidance strategies to maintain safety. It could also include the management of unpredictable, seriously disruptive client behaviour
- Perform Cardio-pulmonary resuscitation and provide first aid assistance as required
- Identify report and contribute to risk management strategies in relation to workplace health and safety issues.

### **Promote effective team work through:**

- The use of effective listening skills
- Forming, reforming and retaining team relationship
- Encouraging others to contribute idea
- Sharing relevant information and transparent and open discussion
- Seeking clarification if required, by asking question;
- Mutual respect and professional behaviour
- Collaborative and inclusive decision making and actively participating in discussions to resolve issues
- Communicating effectively with Team Leaders, Managers, and members of the Disability Support Worker team, professional staff, other organisations, and the general community
- Participating in and contributing to team meetings and planning activities and carry out assigned tasks arising from these meetings
- Contributing to the ongoing monitoring and review of work practices.

### **Working relationships in this role**

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

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

Your skills, experience, knowledge, attitude and personal attributes will be assessed utilising your cover letter and resume for the role of Disability Support Worker (Residential Care Officer).

## 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. 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 online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), 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
- a current resume containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- provide copies of:
  - Open Australian “C” class 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.
  - If you are not currently an Australian citizen and hold a visa, a copy of your passport is required. (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.

### **Please note:**

- Smart jobs only accepts attachments in pdf format and only allows for 3 attachments.

### **\*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 but 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 see [how to write a resume and cover letter](#).

## 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, visit our website at:  
<http://www.communities.qld.gov.au/gateway/careers/what-we-offer/remote-and-regional-incentives>.
- 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

- 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.



JD/JEMS No.:

Date of Review: