



Role profile

Title	Residential Care Officer (Disability Support Worker) <i>Casual</i>		
Job Ad Ref	<i>As per advertisement</i>	Location	<i>As per advertisement</i>
Hourly Rate	\$40.71 (not inclusive of shift allowances)	Classification	OO3
Business unit & Service area	Disability Accommodation, Respite and Forensic Services	Reports to	Team Leader
Status & employment type	<i>Casual, you will be required to work within a roster covering 24-hour, 7 day a week</i>	Job duration	<i>Non-standard hours</i>
Closing date	<i>As per advertisement</i>	Contact details	RCO Recruitment, P:3097 8577
Mandatory Requirements	<ul style="list-style-type: none"> National Disability Worker Screening Clearance. Provisional or Open “C” or “CA” class Australian driver’s licence Certificate IV in Disability Support (or an approved equivalent qualification) The Certificate IV in Disability Support has the entry requirement of Certificate III in Individual Support (Disability) or the ability to complete the qualification within a prescribed timeframe. HLTAID011 – “Provide First Aid” or HLTAID004 – “Provide an emergency first aid response in an education and care setting” or the ability to acquire in a suitable timeframe. 		
Highly Desirable	<ul style="list-style-type: none"> Highly desirable that employees continue to be vaccinated against COVID-19 in line with health advice. Highly desirable to have completed the NDIS Worker Orientation Module – Quality Safety and You. 		

Are you interested in an opportunity to...

- Work for an employer that helps vulnerable people within our community.
- Be part of an inclusive and diverse workforce that places a high value on cultural capability.
- Be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment.
- Work for an employer that works in collaboration to serve the community, strengthen community response and assists children, seniors and those with a disability.

Do you have a commitment to...

- Understanding Aboriginal and Torres Strait Islander peoples and cultures?
- Recognising issues affecting Aboriginal and Torres Strait Islander peoples today?





- A united, harmonious and inclusive Queensland as articulated in the Multicultural Recognition Act 2016 and Multicultural Queensland Charter?
- Creating inclusive and celebrating diverse work environments, where everyone feels safe, respected, included and encouraged to bring their whole selves to work?
- Communicating respectfully?

Department of Child Safety, Seniors and Disability Services

In the Department of Child Safety, Seniors and Disability Services (the Department) you will have the opportunity to work together with people, partners and places to support children, seniors and those with a disability, to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department and other government agencies to resolve complex issues and change life trajectories.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland.

The Department of Child Safety, Seniors and Disability Services is an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander people, LGBTIQI+ people, people with a disability, people from culturally diverse backgrounds, and people with lived experience.

Our Department believes that we are leaders at all levels. We enact this through our Leadership Charter:



More information about us can be found here:

- Website:** <https://www.dcssds.qld.gov.au>
LinkedIn: [Department of Child Safety, Seniors and Disability Services](#)
Facebook: Child and Family Queensland
Twitter: Child and Family Queensland: @childfamilyqld





About Disability Accommodation, Respite and Forensic Services

The Department of Child Safety, Seniors and Disability Services will support you to build a challenging and rewarding career while maintaining a healthy work and life balance. The department is committed to providing employees with access to a flexible work environment and welcomes the opportunity to discuss these arrangements. You will enjoy a competitive salary, superannuation, salary packaging, flexible working hours, flexible leave options, a safe and healthy work environment and professional development.

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.

Your contribution

As part of a team, the role of Residential Care Officer (Disability Support Worker) (RCO-DSW) includes:

- Providing 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.
- Working 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.
- Promoting participation and friendships in the local community.
- Working flexibly across multiple locations, as required.

Key duties and responsibilities

The Residential Care Officer key responsibilities are:

Participant Care

Support participant development and provide direct assistance to participants 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 health needs.
- Personal and household finances including budgeting.
- Develop personal routines and lifestyles which meet their needs and promote inclusion in the community.



- Assisting participants 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 participants 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.
- Mobility support using safe manual handling techniques: Knowledge and application of safe manual handling techniques. Participate in training in, transferring, and positioning techniques, including the use of hoists, is essential.
- Responding quickly to provide immediate attention as required to reduce harm to participant.

Communication

- Communicate and interact in ways that demonstrate respectful communication, including for participants with complex communication needs.
- Ensure appropriate consultation and communication with participants, their families and advocates, team leaders and other departmental staff about participants 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, including respecting, valuing and encouraging clients' personal choice, protecting participants rights, dignity and needs e.g., a participant's identity, gender, sexuality, culture, age and religious beliefs.

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 procedures and continuous improvement of work procedures by engaging in and contributing to forums, meetings and planning activities, as well as performance and professional development agreements.

Delegations

- The position does not hold any human resource and financial delegations.

Is this role for you?

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](#):

Vision	Results	Accountability
<ul style="list-style-type: none"> • Ability to make considered and ethical decisions in participant care based on knowledge of 	<ul style="list-style-type: none"> • Ability to build relationships to enable the delivery of quality participant outcomes. 	<ul style="list-style-type: none"> • Satisfactory written communication skills including an ability to keep





<p>organisational requirements and participant need (Vision).</p>	<ul style="list-style-type: none"> • High quality interpersonal communication skills, including an ability to adopt a person-centred approach with participants and work within a team. 	<p>records and maintain participant files.</p> <ul style="list-style-type: none"> • Good organisational skills and an ability to work independently so as to maintain a high standard of daily participant care.
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Role specific/technical skills

- Ability to provide participant support in manner that empowers people with an intellectual disability to achieve greater levels of independence, self-reliance, community participation and wellbeing.
- Ability to perform the physical requirements of the role.
- Basic computer literacy skills.
- Highly desirable to have completed the NDIS Worker Orientation Module – ‘Quality, Safety and You’.

Conditions and benefits of the role

The Department provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the department will include work-life balance with competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

The Department is committed to building an inclusive culture that respects and promotes [human rights](#) and [diversity](#). We respectfully journey together to aspire to be the most culturally capable agency in the nation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

How to apply

Unless stated otherwise, your application should include*:

- a **statement (not more than two pages)** that summarises your skills, experience and achievements within the context of the role you are applying for. 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 (2) referees with at least one (1) of those referees having a thorough knowledge of your work behaviour, conduct and performance within the previous two years.
- Upon being successful to interview you will be required to provide copies of:
 - Provisional or Open “C” or “CA” class Australian driver’s licence - please provide evidence of name change if the name on your licence is different to your qualification documents.



- HLTAID011 – “Provide First Aid” or– “Provide an emergency first aid response in an education and care setting” and CPR certificate/s.
- National Disability Worker Screening Clearance.
- 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.
- Certificate IV in Disability or the evidence to show currently enrolled in the qualification or the ability to complete the qualification within a prescribed timeframe.

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

- Apply via www.smartjobs.qld.gov.au

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au, please contact 13 QGOV (13 74 68). Inquiries 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, contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via Smart jobs, please contact the hiring manager. If the Selection Panel has granted approval to consider a late application, contact the QSS Customer Support Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

See tips on [how to write a resume and cover letter](#).

***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.

Other important information

- The Department is proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in our homes, communities or workplaces and we are committed to preventing violence and supporting employees affected by domestic and family violence.
- The Department is committed to being an inclusive workplace, providing reasonable adjustment and support for people with a disability.
- The Department values and is committed to being a safe and inclusive workplace for all LGBTQI+ peoples.
- A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
- Successful applicants will be subject to a criminal history check or blue card screening.
- Successful applicants who are either a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them.
- 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).
- A person is eligible to be a public service officer only if the person is an Australian citizen or resides in Australia and has permission, under a Commonwealth law, to work in Australia. If a person's permission to work in Australia ends, the person's employment is taken to have been terminated on the same day.
- 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.

JD/JEMS No.: <center>
Date of Review: <center>