

ROLE PROFILE

Closing date:	As per advertisement
Contact for further information:	RCO Recruitment, P:3097 8577
Job ad reference no.:	<i>As per advertisement</i>
Title:	Residential Care Officer (Disability Support Worker)
Classification:	OO3
Service Area:	Disability Accommodation, Respite and Forensic Services
Branch/Team/Region:	Accommodation Support and Respite Services, various locations
Location:	<i>As per advertisement</i>
Salary range:	\$36.67 (not inclusive of shift allowances)
Status and Employment type:	<i>Casual, you will be required to work within a roster covering 24-hour, 7 day a week operations.</i>
Job duration:	<i>Non-standard hours</i>
Working relationships in this role	This position reports to a Team Leader
Delegations	The position does not hold any human resource and financial delegations.
Additional / mandatory requirements:	<ul style="list-style-type: none">• Certificate IV in Disability or ability to complete the qualification within a prescribed timeframe.• HLTAID003/HLTAID011 – “Provide First Aid” or HLTAID004 – “Provide an emergency first aid response in an education and care setting”• Provisional or Open “C” or “CA” class Australian driver’s licence• Disability Worker Screening Clearance (and Blue Card for roles that work with children and Disability Worker Screening Clearance)• It is a condition of employment to comply with the department’s COVID-19 Vaccination Requirements policy. Where this policy requirement applies, employees must provide evidence of their vaccination status including having the prescribed number of doses of an approved COVID-19 vaccine prior to the commencement of their employment.



About Us

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is responsible for ensuring inclusive and safeguarded services to seniors and people with disability; and providing whole-of-government leadership, coordination and monitoring in policy, program and service delivery for Aboriginal and Torres Strait Islander Queenslanders.

The Seniors and Disability Services divisions of the department strive to achieve high quality, safe and cost-efficient services to vulnerable and older members in the community. They are focused on promoting a culture which supports the best possible outcomes for clients through evidence-based best practice and innovation in the provision of accommodation, respite and forensic services for people with a disability, and a range of concessions and assistance for seniors.

The Aboriginal and Torres Strait Islander Partnerships division of the department has a lead role in enabling Aboriginal people and Torres Strait Islander people to contribute to, and enjoy, Queensland's prosperity and lifestyle through the delivery of whole-of-Government policies, programs and services.

We work closely with government agencies at all levels, industry and community representatives to:

- enable people to acquire skills and abilities to actively participate in the Queensland economy
- develop and implement social and economic initiatives to strengthen the capabilities of Aboriginal peoples and Torres Strait Islander peoples and their communities.

Visit our [website](#) to find out more about our department.

Why join our team?

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships 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.

Role Scope

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 responsibilities of this role

Client Care

Support client 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.
- 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 demonstrate respectful communication, including for clients with complex communication needs.
- Ensure appropriate consultation and communication with clients, their families and advocates, team leaders and other departmental staff about 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, including respecting, valuing and encouraging clients' personal choice, protecting client rights, dignity and needs e.g. a client'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.

Role profile: Residential Care Officer

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](#):

Technical/role specific

- Ability to provide client 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.

Vision

- Ability to make considered and ethical decisions in client care based on knowledge of organisational requirements and client need (Vision).

Results

- Ability to build relationships to enable the delivery of quality client outcomes.
- High quality interpersonal communication skills, including an ability to adopt a person-centred approach with clients and work within a team.

Accountability

- Satisfactory written communication skills including an ability to keep records and maintain client files.
- Good organisational skills and an ability to work independently so as to maintain a high standard of daily client care.

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.

Important information for applicants

- Staff engaged with DSDSATSIP are expected to adhere to our SOLID (strengths based, open, loyal, innovative and dedicated) culture.
- 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 relevant to their role. This may include a blue card screening for roles that work with children or a Disability Worker Screening.
- Successful applicants must 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.

Role profile: Residential Care Officer

- 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, 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 early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.

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.
- 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. Provisional (P1 and P2) classes of licence are not accepted.
 - HLTAID003/HLTAID011 – "Provide First Aid" or HLTAID004 – "Provide an emergency first aid response in an education and care setting" and CPR certificate/s.
 - COVID – 19 Vaccination record.
 - 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 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?

Role profile: Residential Care Officer

- 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.

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

Apply online through the Smart jobs and careers website www.smartjobs.qld.gov.au by creating an account and using the 'apply online' button at the end of the listing. This is the preferred submission method.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing 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 QSS Customer Support Team on 1300 146 370, between 9am and 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.

Role profile: Residential Care Officer