

# Residential Care Officer (Disability Support Worker) Casual

	<b>Salary range</b> \$42.14 hourly rate (not inclusive of shift allowances) (subject to change in accordance with industrial entitlements) plus 12.75% employer superannuation contribution.
	<b>Classification level</b> OO3
	<b>Employment type</b> Casual
	<b>Hours of work</b> Non-standard hours
	<b>Unit and division</b> Disability Services Accommodation Support
	<b>Primary location</b> As per advertisement
	<b>Working relationships</b> Reports to Team Leader Direct reports = 0
	<b>Contact</b> RCO Recruitment <a href="mailto:rcorecruitment@families.qld.gov.au">rcorecruitment@families.qld.gov.au</a>
	<b>Closing date</b> 13/01/2026
	<b>Job reference no.</b> QLD/xxxx

## Do work that truly matters. You'll feel it always.

The work you'll do here has the power to positively impact lives. You'll be part of a team that values your contributions and supports your growth. We understand the importance of your role and see it as a privilege to work together towards a common goal.

## Gain deep experience, personal growth and skills for a lifelong career.

Our environment is dynamic and ever-changing, offering you the chance to gain valuable experience and develop skills that will benefit you throughout your career. Our department is committed to providing learning and development opportunities to help you expand your skills and capabilities, ensuring you are well-prepared for future career growth.

Be part of a team that lifts you up and keeps you strong.



*We are an equal opportunity employer supporting diversity in the workplace. We are committed to increasing the representation of Aboriginal and Torres Strait Islander peoples, people with disability, and people from culturally and linguistically diverse backgrounds within our workforce and increasing the representation of women in leadership.*

*We welcome applications from Aboriginal and Torres Strait Islander peoples, people with disability, people from culturally diverse backgrounds, members of the LGBTQIA+ community, and women.*

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Our team is dedicated and caring, always ready to lend a hand and share their knowledge. You'll never face challenges alone, and you'll find encouragement every step of the way. Here, you'll experience a workplace filled with positivity, and mutual support.

### **Why join the department?**

The Department of Families, Seniors, Disability Services and Child Safety is dedicated to creating a brighter future for Queensland's most vulnerable. Join us as we support individuals and families from all walks of life and from all corners of the state, uplifting the lives of those who need it the most. Explore more about our department on [our website](#).

### **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 actively assisting them to participate in activities including leisure, personal care and household management.
- Promoting participant and friendships in the local community.
- Working flexibly across multiple locations, as required.

### **Your responsibilities**

As a Residential Care Officer, you will:

#### **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.

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- 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 participants' 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.

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- 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 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’.
- Highly desirable that employees continue to be vaccinated against COVID-19 in line with health advice.

### **Your mandatory requirements**

- 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. Preference will be for people who hold a current Certificate III or IV qualification
- 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.

### **How you’ll be assessed**

The department is seeking to identify the most suitable person for this position. We will consider your demonstrated knowledge, skills and experience relevant to the key responsibilities of the position (outlined above), along with your demonstrated personal attributes, and may also consider your potential contributions to the department’s equity and diversity objectives.

Our selection panel consider this position to be an individual contributor, within the [Queensland Public Service Leadership competencies for Queensland](#) (LCQ) framework and will be looking for demonstrated capability within in your application.

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## How to apply

To enable us to assess your application, please submit the following via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au):

- Current resume.
- One page cover letter, that summarises your skills, experience and achievements against the leadership competencies and duties/responsibilities of the position.

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

Hand delivered applications will not be accepted. See tips on [how to write a resume and cover letter](#).

If you experience any technical difficulties on [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68).

## Conditions and benefits

Employment conditions are set out in the Public Sector Act 2022 and Public Sector Commission Directives.

## Additional information

The Candidate Information Package is designed to help you understand the department's recruitment and selection processes. Please read the information carefully before preparing your application.

JD/JEMS No:

Date of Review: