

Position Description

Mobile Residential Support Worker

Location:	Aurukun, Doomadgee, Kowanyama, Napranum and Pormpuraaw	Reports To:	Team Leader (of the residential home where the position is rostered)
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 2	PD Date:	June 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support.

About the program

Act for Kids provides a SafeKIDS program in the Far North Queensland Cape and Gulf areas and Cairns. We operate safe houses in the remote Aboriginal communities of Aurukun, Doomadgee, Pormpuraaw, Napranum and Kowanyama for kids who have been removed from their families while the Department of Families Seniors, Disability Services and Child Safety investigate

child protection concerns. We also have a Family Reunification House, located in Cairns, that provides fully supported residential care for a large sibling group of children who are in the process of being reunified with their parents whilst giving additional support to the parents.

About the position

The Safe House provides care and support to children and young people 24 hours a day, 7 days a week.

As a Mobile Residential Support Worker, you will work alongside the Team Leader, Program Coordinator and other team members to create a safe, caring and culturally responsive home for children and young people.

Because the service operates around the clock, you will be required to work a range of shifts, including weekends, evenings and sleepover shifts. This role would suit people who are caring, reliable and committed to supporting children to feel safe, connected, valued and supported while they are living in the Safehouse.

The Mobile Residential Support Worker will support the Team Leader with the following responsibilities:

Key Responsibilities

Support Children and Young People

- Build safe, trusting and respectful relationships with children and young people.
- Provide warmth and care to children of all ages who may have experienced trauma, abuse or neglect.
- Create a safe, welcoming and culturally responsive home that supports each child's emotional, physical, cultural, social and spiritual wellbeing.
- Help children feel valued, build confidence, develop life skills and express their identity, including creating a space that feels personal and meaningful to them.
- Support children with daily routines, including meals, school attendance, learning, recreation and developing new skills.
- Plan fun, age-appropriate activities that help children learn, play and connect with others.
- Respond calmly and supportively when children are upset, distressed or displaying difficult behaviours.
- Work with the Team Leader and Program Coordinator to support children to develop positive ways to understand and manage their behaviour.
- Support children to stay connected to their family, culture, community and identity, recognising these connections as important to their wellbeing and development.
- Work alongside families and other key people to support reunification and positive outcomes for children.

Working in a Team

- Work closely with the Team Leader, Program Coordinator and other team members to provide a safe, caring and high-quality service.
- Build positive relationships with Child Safety and other services that support children, young people and families.
- Work collaboratively with colleagues, families, communities and partner organisations to support each child's care, goals and future plans.
- Work in a respectful and culturally responsive way, recognising and valuing the strengths, culture and experiences of each child, family and community.

Maintaining the Home and Service

- Help with day-to-day household tasks, including cleaning, shopping, meal preparation and maintaining the home and outdoor areas.
- Follow budgets, policies, procedures and program requirements, and maintain accurate records.
- Maintain a home environment that is safe, welcoming and well cared for.
- Provide care and support that meets the Child Protection Act 1999 Statement of Standards.

General

- Ensure compliance with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Actively participate in regular supervision and Individual Development Plan (IDP) process.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other team members to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Skills and experience

- Demonstrated experience supporting children, young people and families, or experience gained through caring roles, community involvement or life experience.
- Demonstrated ability to help run a busy household and support daily routines.
- Ability to build positive, respectful and trusting relationships with children and young people.
- Ability to work well as part of a coordinated team.
- Ability to keep information about children, families and colleagues private and confidential.
- A strong personal commitment to honesty, accountability and doing the right thing.
- Understanding of, or willingness to learn about, Aboriginal and Torres Strait Islander cultures, communities and ways of working.
- A respectful and open approach to learning from children, families, communities and colleagues.
- Willingness to learn about the child protection system and apply learnings in the workplace.
- Understanding of, or willingness to learn about child development, attachment and the effects of trauma on children and apply learnings in the workplace;
- Ability to stay calm and supportive when children are upset or experiencing challenges.
- Good problem solving and communication skills, including the ability to keep clear and accurate records.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Suitability Check to be engaged in the provision of care services by licensed out-of-home care service providers under the Child Protection Act 1999 and Child Protection Regulation 2011.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.

- Continue to develop your cultural competency by working closely with the Cultural Advisor on developing; implementing and maintaining a cultural practice plan individualised to your development needs.
- Ability to travel to the communities for extended periods of time (eg. 4 weeks), work weekends and evenings including sleepovers at the house. Accommodation will be provided during these periods.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.