



Job Description Form

Therapeutic Residential Care Worker

Position Details

Position Number: Generic

Classification: Level 2

Award: Public Service Award

Agreement: Public Sector Agreement

Organisational Unit: Child Protection and Family Support / Statewide Services / Residential Care

Location: Perth Metropolitan Area, Remote or Regional WA

Classification Date:

Effective Date: July 2025

Reporting Relationships

This position reports to:

Director Metro Therapeutic Residential Care, Specified Calling Level 5

Senior Manager Residential Care, Specified Calling Level 3

Manager Residential Care, Level 6

Positions under Direct Supervision:

This position has no subordinates.





About the Department

Communities provides person-centred, place-based support to the most vulnerable members of our Western Australian community.

We work towards this goal through a range of functions and service delivery responsibilities, all of which are more impactful and effective when we work in partnership with families, communities, community sector services and Aboriginal Community Controlled Organisations (ACCOs).

At Communities, we are privileged to provide services and partner with others to keep children safe; provide vital community services, including in emergencies; address homelessness; prevent family and domestic violence; provide stewardship for the disability sector; regulate the early childhood and care sector; and manage the agenda for Women's interests, youth, seniors and ageing, carers, and volunteering.

We are on a continuous journey to improve the way we work with our communities and partners across Western Australia. Everything we do is about creating 'better lives together through people, place and home' and working together to provide responsive services that build safe, inclusive and empowered communities.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

Role Statement

The Therapeutic Residential Care Worker is responsible for:

- working as a member of a team to achieve best outcomes for children and young people,
- providing group and individual therapeutic residential care to children and young people,
- assisting in planning, developing and implementing activities for children and young people.





Position Duties and Responsibilities

1. Work with Children and Young People

- 1.1 As a flexible and reliable team member, provides therapeutic residential care to groups and individual children and young people within the Department of Communities' Therapeutic Care Services framework.
- 1.2 Creates and maintains a safe and caring environment for children and young people, including taking physical control when necessary, according to specified standards.
- 1.3 Plans, coordinates and participates in daily life and recreational activities with children and young people to promote positive growth and development.
- 1.4 Works therapeutically with children and young people who at times display challenging behaviour, in a way that is consistent with a team approach.
- 1.5 Contributes to the daily routine and activities of children and young people and provides a high level of care, engagement and supervision (inclusive of supervising around swimming pools etc where applicable).
- 1.6 Follows up on outstanding tasks and contributes toward identified outcomes for children and young people.
- 1.7 Provides accurate written case notes and recording of activities and critical incidents to assist with the record keeping and meet statutory requirements.

2. Other Duties

- 2.1 Liaises with Department, Government and Non-Government agencies and family members when appropriate or required.
- 2.2 Performs administrative duties including data entry and provides written, verbal and computer reports.
- 2.3 Undertakes and organises housekeeping and maintenance to ensure a positive and safe physical environment.



Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



Essential Work-Related Requirements (Selection Criteria)

1. Understanding of therapeutic residential group home care of traumatised children and young people from Aboriginal and other culturally and linguistically diverse groups.
2. Demonstrated knowledge of engaging with children and young people in life skills and recreational activities, and commitment to promoting positive self-worth and development.
3. The ability to work therapeutically as a team member, to reflect on practice and evidence resilience.
4. Demonstrated ability to understand and respond with compassion and empathy to the emotional, physical, and psychological needs of children in care, ensuring their best interests are central to all decisions and interventions.
5. Strong communication skills, including the ability to engage effectively in situations involving conflict, sensitive information, and difficult conversations, while fostering a supportive and child centred environment.

Desirable Work-Related Requirements (Selection Criteria)

1. Certificate III and Certificate IV in Community Services (Protective/Residential Care) or approved equivalent OR equivalent experience in working with or caring for troubled children and young people who have experienced trauma.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.



3. Appointment is subject to a satisfactory Client and Child Protection Check.
4. Appointment is subject to a satisfactory medical and functional capacity examination.
5. Current accredited certificate in 'Provide First Aid'.
6. Ability to work shifts with a changing roster involving a mix of morning, afternoon and overnight shifts rostered across Monday to Sunday.
7. The occupant of this position must have the ability to travel and work in various locations in the Perth metropolitan area in response to organisational requirements.
8. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.