Department of Families, Seniors, Disability Services and Child Safety

Residential Care Officer

Salary range
$70,023 - $ 74,354 (full-time salary not inclusive of shift allowances and penalties based on roster patterns), 12.75% employer superannuation contribution and 17.5% annual leave loading.

Classification level
OO3

Employment type
Permanent

Hours of work
Continuous shift work in accordance with rotating roster covering 24-hour, 7 days a week. Note this may include working shifts of up to 12 hours duration

Unit and division
Disability Services Accommodation Support (DSAS)
Northern Service Area

Primary location
Geebung B (Nundah) Service Centre

Working relationships
Reports to Team Leader
Direct reports = 0

Contact
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Closing date
Friday, 13 November 2026

Job reference no.
QLD/705835/26

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.

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 (the department) 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.



All workers for the department are responsible for the wellbeing, physical, emotional and cultural safety of the children and young people who receive our services.

All workers are expected to act in accordance with the Child Safe Organisations Act 2024, including the Child Safe Standards and Universal Principle in their physical and online interactions with children and young people, including outside the course of their work for the department.

All workers are subject to the Reportable Conduct Scheme and its obligations as per the Child Safe Organisations Act 2024.

Learn more about our commitment to being a Child Safe Organisation on our website.

Your contribution

Your contribution
As part of a team, the role of Residential Care Officer includes:

- Providing direct service delivery supporting participants 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 participants using a person-centred approach in their homes actively assisting them to participate in activities including leisure, personal care and household management.
- Promoting engagement 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.
- 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):

- This role requires providing 24/7 support, including active and alert night shifts
- Standing and sitting for long time periods, 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, transferring, and positioning techniques, including the use of hoists, is essential.
- Responding quickly to provide immediate attention as required to reduce harm to participants.

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 teamwork 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 participants' 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 specific/technical skills

- Ability to provide participant support in manner that empowers participants 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.
- Sound computer literacy skills.
- Highly desirable that employees continue to be vaccinated against COVID-19 in line with health advice.

Your mandatory requirements

- Certificate IV in Disability Support (or an approved equivalent qualification).
- National Disability Worker Screening Clearance
- Provisional or Open “C” or “CA” class Australian driver’s licence
- Current Registered Training Organiser-issued First Aid (within last 3 years) and CPR (within last 12 months)
- Completion of the NDIS Worker Orientation Module – ‘Quality, Safety and You’ and “Supporting Effective Communication”.

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.

How to apply

To enable us to assess your application, please submit the following via www.smartjobs.qld.gov.au:

- ☐ Resume and minimum of 2 referees including their email addresses. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- ☐ A statement not more than two pages, that summarises your skills, experience and achievements against the leadership competencies and duties/responsibilities of the position.
- ☐ Current download of your FULL USI vocational education training (VET) transcript.

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, 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.