



Government of **Western Australia**  
Department for **Child Protection**  
and **Family Support**

# RESIDENTIAL CARE WORKER

## PROTECTION

FAMILIES & COMMUNITIES

## COMMUNICATION

ACCOMMODATION & CARE SERVICES

## RESPECT

## OPENNESS

## RESPONSIVENESS

SAFE AND CARING ENVIRONMENT

## ACHIEVEMENT

## CULTURAL

## DIVERSITY

SUPPORTING YOUNG PEOPLE

CAREER PROGRESSION

Job Application Kit  
**Residential Care Worker**

# Job Application Kit

This booklet contains information about the Department for Child Protection and Family Support (the Department), the duties of a Residential Care Worker and an overview of the recruitment and selection process.

<b>Introduction</b> .....	Page 3
<b>About the Department</b> .....	Page 3
Our Values	
Our Workforce	
<b>Residential Care Services</b> .....	Page 4
<b>About the role</b> .....	Page 4
Self-assessment Questionnaire	
<b>Modes of Employment</b> .....	Page 6
Casual employment	
Fixed-term employment	
Permanent employment	
<b>Preparing your Application</b> .....	Page 7
Before you apply	
Writing your application	
Curriculum Vitae	
Covering letter	
References	
Qualification	
<b>Lodging your Application</b> .....	Page 8
How your application is assessed	
Shortlisted applicants	
<b>Pre-employment Requirements</b> .....	Page 9
Medical and fitness assessment	
Screening and record checks	
<b>The Outcome of your Application</b> .....	Page 9

## Introduction

Thank you for your interest in working for the Department for Child Protection and Family Support.

Please read this job application kit as it provides you with helpful information to assist in your application to become a Residential Care Worker.

## About the Department

The Department is the key Western Australian government agency responsible for child protection and family support services. The Department protects and cares for children and young people who are in need, and supports families and individuals who are at risk or in crisis.

## Our Values

- **Respect** for our clients, each other and our partners.
- **Openness** and transparency of our policies and processes.
- **Team work** to achieve effective work with children, families and communities, a supportive workplace, and successful collaboration with partner agencies and communities.
- **Responsiveness** to meet the needs of children, young people, families and communities.

## Our Workforce

The Department employs over 2,500 staff throughout the state in a variety of service delivery, corporate and field support roles. In order to provide services appropriate to our clients' needs, the Department's aim is to build a workforce that is more representative of our client base, whilst providing the best possible care for children and young people, and services appropriate to our client's needs.

As an Equal Opportunity Employer, we encourage applications from people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

Given the number of Aboriginal children in residential care, the Department seeks applications from Aboriginal and Torres Strait Islander people to ensure the delivery of culturally appropriate services.

We offer meaningful jobs, great career pathways and extensive support to our employees through a range of learning and development opportunities.



# Residential Care Services

Residential Care Services is one of five teams in the Therapeutic and Care Services Directorate.

The Directorate ensures the effective and efficient delivery of accommodation services and high quality support, placement and therapeutic services to vulnerable children and young people.

There are 14 residential group homes located in the metropolitan area.

There are up to four young people residing in a residential household at any time. These children can range in ages from 10 to 17 years.

Residential group homes provide 24 hour care for young people, therefore Residential Care Workers are required to work shifts, including staggered start times, evenings, weekends and public holidays.

## Sanctuary Framework

The Residential Care Sanctuary Framework describes the overall model and core elements of how the Department for Child Protection and Family Support residential facilities operate. It introduces a coherent therapeutic approach to care and more importantly is a model for organisational change within facilities.

Upon introducing the Sanctuary model of therapeutic care, the Department has transformed its residential services of larger hostels into smaller services (four bedroom houses) located throughout the metropolitan area.



## About the role

The Department is currently recruiting dedicated and resilient people to work within our residential group homes as Residential Care Workers. Residential Care Workers play an integral part in creating and maintaining a safe and caring environment for children in care.

As a Residential Care Worker your responsibilities will include:

- Assisting with the provision of group and individual residential care to children and young people by providing a high standard of care and supervision.
- Creating and maintaining a safe and caring environment for children and young people.
- Working with children and young people who at times may display challenging behavior.
- Undertaking and organising housekeeping and maintenance tasks to ensure a positive and safe physical environment.

Now that you know a little more about the Department and the role of a Residential Care Worker, please complete the self-assessment questionnaire to help you to decide if this job is right for you.

# Self-assessment Questionnaire

The questionnaire does not form part of the recruitment process and is for your personal use only. Please do not include it with your application.

QUESTION	YES	NO
Do you have a genuine interest in working with children and young people? (Age 10-17 years)		
Do you treat people equally and respect their differences regardless of status, background, culture, gender or belief?		
Are you able to adapt your communication and interpersonal skills to suit the situation and the people you are working with?		
Are you prepared to work in a challenging and sometimes confrontational environment?		
Are you flexible and able to cope with a constantly changing environment?		
Are you prepared to work shifts including nights, weekends, staggered start times and public holidays including Christmas and Easter?		
Do you possess a current Senior First Aid certificate?		
Are you prepared to undergo a pre-placement medical assessment to assess your suitability for the position (at the Department's expense)?		
Do you have a Certificate III and/or Certificate IV in Community Services (Protective/Residential Care) or approved equivalent <b>OR</b> equivalent experience in working with or caring for troubled children and youth?		

If you answered **YES** to all of the above questions, we encourage you to apply for the Residential Care Worker position.

If you answered **NO** to any of the above questions, you may wish to consider if the Residential Care Worker role is right for you.



## Modes of Employment

Residential Care Workers are employed through an ongoing pool process. Applicants assessed as suitable are placed in the pool. The pool is used to fill casual, fixed-term and permanent full-time vacancies as they arise.

This means you may be employed under the following arrangements:

### Casual employment

Casual employees are employed on an irregular basis, with no set roster or routine and have no guarantee of ongoing employment.

These employees:

- do not have consistent starting or finishing times or regular hours of work;
- are retained on an 'as needs' basis;
- are contacted and asked to work, rather than having set shifts; and
- receive a 20% loading in lieu of leave entitlements.

### Fixed-term employment

Fixed-term employees are employed on a contract for a specified period of time (as agreed by the Department and employee).

These employees receive:

- regular work for a defined period of time;
- paid annual leave; and
- personal leave.

### Permanent employment

Permanent employees are employed on a permanent basis and are usually full-time.

These employees receive:

- regular ongoing work;
- paid annual leave; and
- personal leave.



# Preparing your Application

Before you apply:

✓ **Do you have working rights?**

To be eligible for appointment to the Residential Care Worker position, you must provide evidence of Australian permanent residency OR of Australian working rights.

✓ **Can you meet all the essential employment requirements?**

Refer to section 7 of the Job Description Form attached to the advertisement to ensure you can meet all Essential Employment Requirements prior to appointment.

## Writing your application

Refer to the Job Description Form for specific information about the work-related requirements of a Residential Care Worker to assist you in your application:

Your application will need to include the following, unless otherwise specified in the advertisement.

- i. A Curriculum Vitae;
- ii. A Covering Letter addressing the work-related requirements;
- iii. Two referees;
- iv. A copy of your Certificate III and/or Certificate IV in Community Services OR an approved qualification.

## Curriculum Vitae (CV)

Make sure your CV is up-to-date and relevant to the position. It should include details of your education and training (including qualification), studies you are currently undertaking and your paid and unpaid work history.

Your CV should highlight your experience and achievements to help the panel make an assessment of your experience, skills and qualifications in relation to the position, as this is an integral part in determining those applicants competitive for interview.

## Covering letter

You will be asked to submit a covering letter (up to two pages) which outlines your skills, knowledge, abilities and suitability for the position in relation to the work-related requirements outlined in the Job Description Form.

Please read the **job advertisement** carefully for details of what is required.

## References

Nominate two people who are able to confirm your abilities and who can comment on your work experience. At least one referee should be a current or **recent line manager**.

We recommend you check with your referees before nominating them, as they may be contacted at any time during the selection process.

## Qualification

You are required to provide a copy of your **Certificate III** and/or **Certificate IV in Community Services** OR an approved equivalent.

## Lodging your Application

Your application must be submitted online. Click on “Apply for Job” in the job advertisement to proceed with your application.

Before you submit your application, please check that you have all the following information ready:

- ✓ Covering letter;
- ✓ Curriculum vitae;
- ✓ Names of two work-related referees;
- ✓ Qualification.

If your application is successfully lodged, you will receive an email confirmation.

When lodging your application please note the following:

- Ensure you allow enough time to submit your application prior to the closing date and time.
- Attachments must be less than 2MB each, with a maximum combined size of 8MB.
- Your attachments must be in one of the following formats:
  - MS Word
  - MS Excel
  - Adobe PDF
  - JPEG
  - GIF.

Do not attach MS Publisher, Zip or password protected files.

Please contact our recruitment team if you experience difficulties lodging your application by:

Telephone: (08) 9222 2555  
Email: [Employment@cpfs.wa.gov.au](mailto:Employment@cpfs.wa.gov.au)  
Business hours: 8.00am – 5.00pm  
Monday to Friday.

## How your application is assessed

Once your application has been received, it will be reviewed by a panel to determine your suitability for the position.

### Shortlisted applicants

If shortlisted, you will be invited to attend an assessment which has been formulated to gauge how suitable you are for the role.

**The first part of the assessment** includes videos and scenarios followed by written tasks, questions and group discussions.

**The second part of the assessment** consists of an individual interview. You will be asked questions relating to the work related requirements as listed on the Job Description Form.

To prepare for the interview, we recommend that you think of examples where you have used your skills and knowledge to demonstrate the work-related requirements of the role.





## Pre-employment Requirements

Before you are appointed to the Residential Care Worker role, the following essential employment requirements must be sighted/validated.

- Current 'C' or 'A' class driver's license.
- Current Senior First Aid Certificate.
- Current Working with Children (WWC) Card (obtainable at an Australia Post outlet).
- Departmental and Criminal Record check.
- Medical and Fitness Assessment.

### Medical and fitness assessment

Medical assessments are undertaken by Sonic Health and are paid for by the Department.

Applicants are required to undergo a pre-placement medical assessment. This is designed to evaluate an applicants' medical and physical ability to safely perform the everyday duties of the Residential Care Worker role.

The medical assessment will include but is not limited to:

- Vision;
- Respiratory;
- Cardiovascular health;
- Hearing;
- General health and well-being; and/or
- Musculoskeletal assessment.

## Screening and record checks

A **Criminal Record Check** is a compulsory part of the initial engagement and continuation of engagement process with the Department.

The Department is required by law, to ensure applicants engaged in a paid or unpaid capacity, who are in child-related work as defined by the *Working with Children (Criminal Record Checking) Act 2004* have applied for a **Working with Children Card** within five days of being engaged in this work.

## The outcome of your application

Once the selection process is completed, you will be notified in writing regarding the outcome of your application.

If you are successful, you will be placed in a pool and **may** be offered work if a suitable vacancy arises.

**Good luck and we look forward to receiving your application!**

