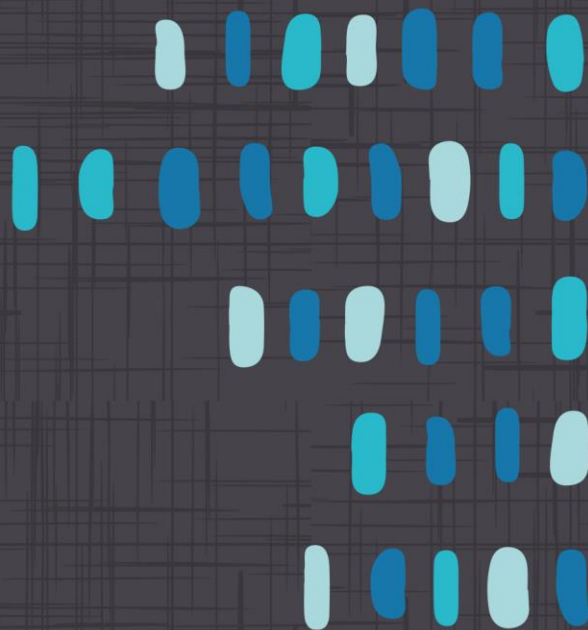




Government of **Western Australia**
Department of **Communities**



Residential Care Worker

Goldfields Job Application Pack



Acknowledgement of Country and Peoples

The Department of Communities Child Protection and Family Support acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of this land. It pays respect to their Elders past, present, and future.

It recognises the long history of Aboriginal and Torres Strait Islander peoples on this land and acknowledges that the past is not just the past. The past, the present and the future are, as they always are, part of each other – bound together.





Welcome

The Department of Communities brings together the services and functions of child protection and family support, housing, community initiatives and regional services reform.

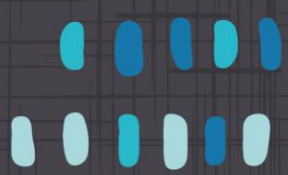
The Department works to advance opportunities, community participation and quality of life of the people it supports, with a clear focus on inclusion, building resilience and meeting individual needs.

We want all those who receive our services to thrive and have real life choices. Our work gives us a unique opportunity to influence and change the lives of individuals, families and entire communities. It doesn't matter where you work or which agency you form part of, what you do and how you do it as an employee of Communities can make a difference. We, collectively, will get it right.

We offer many new opportunities. With around 6,000 staff working across the State and a budget of over \$3 billion, we are in a unique position to support thousands of Western Australian families to thrive. We also offer staff a diverse range of career paths and opportunities to develop both personally and professionally.

Even though part of a super agency, called Department of Communities, you will be part of the Child Protection and Family Support family. Please keep in mind that each agency and opportunity will be unique in terms of requirements, team and "what's on offer". Please read through the job application pack and visit our [website](#) to familiarise yourself with [Communities](#) and specifically [Child Protection and Family Support](#).

Wishing you the best with your application!



Who We Are

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 in need, and supports individuals who are at risk or in crisis. It administers the Children and Community Services Act 2004, along with other Western Australian legislation, including the Working with Children (Criminal Record Checking) Act 2004, Parental Support and Responsibility Act 2008 and Adoption Act 1994.

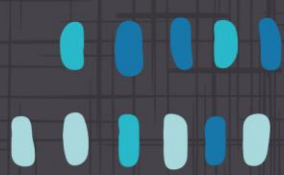
The Department provides three key service delivery areas, which encompass a wide range of programs and initiatives:

- support children and young people in the Chief Executive Officer's care to achieve good life outcomes;
- protect children and young people from abuse and neglect; and
- to support families and individuals who are at risk or in crisis.

The Department carries out its responsibilities within a number of policy and practice frameworks to ensure we are transparent and accountable in how we work with children and families, and with each other. We are committed to working with all members of the community, including Aboriginal people and people from culturally and linguistically diverse backgrounds to ensure that children are cared for and families are supported, in ways that respect their culture, religion and community.

Read more about us at www.childprotectioncareers.wa.gov.au





Our Challenges and Focus Ahead

The release of the [Review of the Department for Community Development Report](#) in 2007, recommended key reform measures, including the need to realign Child Protection and Family Support's functions to improve the quality of state-wide child protection services. Since then, we have steadily implemented these recommendations; however, the demand for our services has doubled, as has the number of children in the CEO's care.

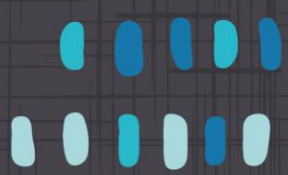
Broadened responsibilities of the Department have also resulted in increased resources, strategic and legislative obligations, and community expectations.

A recent system-wide review confirmed that despite good progress, there are new and emergent challenges that we must meet to achieve the outcomes we seek for vulnerable families, children and young people. Our immediate strategic challenges being:

- The continued over representation of Aboriginal children and families at every point of Child Protection's work, particularly in the out-of-home care system.
- The ability to recruit and support foster carers to accommodate the increasing number of children who need to be placed in care.
- The growing number of child protection notifications. Over 19,000 notifications of children at risk of abuse were reported in 2015-16.
- Significant growth in family and domestic violence reports due to increased community awareness.
- Greater alignment and partnership with the community sector is critical to divert families from the child protection system.

These challenges and increasing expectations require urgent focus on our strategic priorities:

1. Reduce the over representation of Aboriginal Children in care.
2. Deliver an out of home care system that is responsive, nurturing and provides permanent homes that effectively meet the needs of children requiring out of home care.
3. Reduce demand for child protection services by providing targeted support services designed to divert appropriate cases from entering the child protection system.



What We Need to Meet These Challenges

To deliver on our strategic priorities, the Department needs a workforce with the capacity and strength to drive change and support the organisation.

The Department of Communities is committed to the achievement of a diverse workforce and encourages applications from Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

To be eligible for permanent appointment to the public sector it is essential that you are a citizen or have permanent residency status in Australia.

To be eligible for a temporary appointment ('fixed term contract') within the public sector you must have documented evidence of your entitlement to live and work in Australia for the period of the contract.





Can You Tell Me More About the Role?

Discover what working in Residential Care is like





About Residential Care

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

Residential Group Homes provide 24-hour care for children in the care of the Department, therefore Residential Care Workers are required to work rostered shifts, including staggered start times, evenings, weekends and public holidays. The homes are located in the community with children cared for by employees with staff in attendance 24 hours per day. Yallinyu Wamu, located in Kalgoorlie Boulder can accommodate up to 10 young people at any time and ages can range from 0 to 17 years.

Sanctuary Framework

The Residential Care Sanctuary Framework describes the overall model and core elements of how the Department for Communities 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

The Role

We are 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 and 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

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 OR 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 22.5% 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:

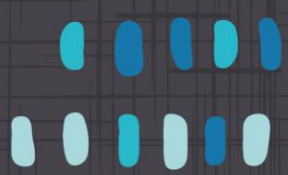
- regular ongoing work;
- paid annual leave; and
- personal leave.



How do I Become Part of the Team?

Take a look through the application process.





The Application Process

Before you start

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.

Getting started

The selection process for a position may vary depending on the job and what the selection panel is looking for, so please read the advertisement and all the attached documents carefully to identify what is required.

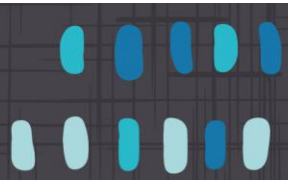
Read the Job Description Form (JDF) to determine if the position will suit your skills, knowledge and abilities and carefully follow the instructions on what to submit with your application.

The application for this role will consist of a CV and a cover letter addressing the criteria as detailed in the JDF. Please ensure that you submit everything that is required. The selection and assessment of this role will consist of a number of processes and the selection panel will not be able to consider your application if you do not comply with the application requirements.

Visit our [Careers Website](#) for more information on who we are and [how to apply](#).

STEP 1: Write Your Application – Making sure it gets to us on time!

Your application is important as it will determine whether or not you progress to the next stage of the selection process.



To successfully apply, your completed online application must include:

- personal and contact details (including email address);
- A current comprehensive resume (curriculum vitae) outlining your:
 - relevant education and training (including qualifications); and,
 - paid and unpaid work history (and any community involvement), highlighting your experience and achievements most relevant to the role you are applying for.
- A three (3) page written application addressing the essential selection criteria/role related requirements criteria as stated on the JDF.
- The names and contact details of two recent referees. While it is anticipated that referee checks will not occur until the later stages in the selection process, we recommend you check with your referees before nominating them.
- A copy of your Certificate III and/or Certificate IV in Community Services OR an approved qualification (if applicable).
- Please ensure that each attachment is less than 2 MB.

Submit your application online via the Western Australian Government jobs board at www.jobs.wa.gov.au. It is up to you to make sure we receive your application before the advertised closing time!

Any queries:

Department of Communities Human Resources Consultancy Team

Email: RegionalandRemoteHR@communities.wa.gov.au

STEP 2: Shortlisting

The Selection Panel assesses applications and agrees on a “shortlist” of the most competitive applicants. The Selection Panel will equally consider your CV and your written application.

We will contact you by phone if you are successful, to explain the next step in the process.



STEP 3: Further Assessment of Shortlisted Applicants

The Selection Panel will use a variety of methods/tools to conduct further assessments to determine your suitability for the role. Your referees will also be contacted during this stage.

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.

STEP 4: The Decision

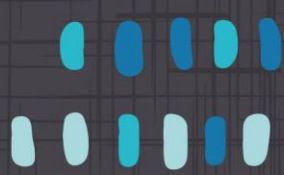
The Selection Panel will consider all the evidence it has gathered to determine which applicant/s best meet/s the job requirements and the business and diversity needs of our agency at the level needed to do the job.

All applicants will receive a written notification of the outcome, also offering the opportunity to ask for feedback. If you are successful, you will be placed in a pool and may be offered work if a suitable vacancy arises.

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 the Department's preferred provider 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.

STEP 5: Feedback

When you receive your advice about the outcome of the selection process, we encourage you to phone the contact person for constructive feedback. You will also be advised of your right to lodge a claim of breach of the Employment Standard if you believe the decision made has breached this Standard and as a result, you were adversely affected. Please visit the Public Sector Commission website for further details.

Good luck!

We look forward to seeing your application.

