Role profile

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| **Title** | Direct Services Support Officer (DSSO) |
| **Job Ad Ref** | QLD/550196/24 | **Location** | Oxley/Gold Coast/Loganlea area |
| **Annual Salary**  | $67,936 to $74,333 | **Classification** | OO4 |
| **Business unit & Service area** | Disability Accommodation, Respite and Forensic Services | **Reports to** | Team Leader |
| **Status & employment type** | Full-time – Temporary | **Job duration** | Continuous backfill pool (with possible extension) |
| **Closing date** | Friday, 7th March 2025 | **Contact details** | Jeffrey Grabbe, Senior Service ManagerPhone: 07 3097 1288 or Email: Jeffrey.grabbe@dsdsatsip.qld.gov.au |
| **Mandatory** **Requirements** | * National Disability Worker Screening Clearance.
* Provisional or Open “C” or “CA” class Australian driver’s licence
* Certificate IV in Disability Support (or an approved equivalent qualification) The Certificate IV in Disability Support has the entry requirement of Certificate III in Individual Support (Disability).
* HLTAID003/HLTAID011 – “Provide First Aid” or HLTAID004 – “Provide an emergency first aid response in an education and care setting” or the ability to acquire in a suitable timeframe.
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| **Highly Desirable** | * Highly desirable that employees continue to be vaccinated against COVID-19 in line with health advice.
* Highly desirable to have completed the NDIS Worker Orientation Module – Quality Safety and You.
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**Are you interested in an opportunity to…**

* Work for an employer that helps vulnerable people within our community.
* Be part of an inclusive and diverse workforce that places a high value on cultural capability?
* Be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment?
* Work for an employer that works in collaboration to serve the community, strengthen community response, and assists children, seniors, and those with a disability?

**Do you have a commitment to…**

* Working with Aboriginal and Torres Strait Islander peoples?
* Understanding Aboriginal and Torres Strait Islander peoples and cultures?
* Recognising issues affecting Aboriginal and Torres Strait Islander peoples today?
* A united, harmonious and inclusive Queensland as articulated in the *Multicultural Recognition Act 2016* and Multicultural Queensland Charter?
* Creating inclusive and celebrating diverse work environments, where everyone feels safe, respected, included and encouraged to bring their whole selves to work?
* Communicating respectfully?

**Department of Child Safety, Seniors and Disability Services**

In the Department of Child Safety, Seniors and Disability Services (the Department) you will have the opportunity to work together with people, partners and places to support children, seniors and those with a disability, to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department and other government agencies to resolve complex issues and change life trajectories.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland.

The department of Child Safety, Seniors and Disability Services is an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander people, LGBTIQI+ people, people with a disability, people from culturally diverse backgrounds, and people with lived experience.

Our department believes that we are leaders at all levels. We enact this through our Leadership Charter:



More information about us can be found here:

**Website:** <https://www.cyjma.qld.gov.au/>

**LinkedIn:** [Department of Child Safety, Seniors and Disability Services](https://www.linkedin.com/company/dcyjma/mycompany/)

**Facebook:** [Child and Family Queensland](https://www.facebook.com/childfamilyqld)

**Twitter:** Child and Family Queensland: [@childfamilyqld](https://twitter.com/childfamilyqld)

**About Accommodation Support & Respite Services (AS&RS)**

The Department of Child Safety, Seniors and Disability Services is responsible for ensuring inclusive and safeguarded services to seniors and people with disability.

The Seniors and Disability Services divisions of the department strive to achieve high quality, safe and cost-efficient services to vulnerable and older members in the community. They are focussed on promoting a culture which supports the best possible outcomes for clients through evidence-based best practice and innovation in the provision of accommodation support and respite services for people with a disability and a range of concessions and assistance for seniors.

If you would like further information about our department visit our [website](https://www.datsip.qld.gov.au/).

**Your contribution**

The role of the Direct Services Support Officer is a varied and dynamic role that addresses changing client need and provides out of hours on call and rostering support to Accommodation Support and Respite Services.

* Supporting and guiding direct support staff in the provision of accommodation support and respite services to people with an intellectual disability and their families.
* Providing direct support to individual clients receiving support from Accommodation Support and Respite Services
* Ensuring staff practices are consistent with all relevant legislative requirements and standards, including the Human Services Quality Framework.
* Supporting organisational requirements by ensuring shift coverage and other roster related duties in a service offering 24/7 model of support to people with a disability.

**Key duties and responsibilities**

* You effectively provide direct support and take appropriate action to deal with emerging situations; including:
* Providing support and guidance to residential care staff to ensure continuity and quality of support to people living in the accommodation services, including clients support, health and welfare.
* Providing direct support to people living in the accommodation services and accessing respite.
* Responding to emergent situations and critical incidents including those incidents involving serious disruptive behaviour
* You perform roster-related duties such as filling of shift vacancies that may arise and the deployment of staff as required.
* You provide a contact point for after-hours communication and enquiries as required by AS&RS across the state of Queensland.
* You professionally liaise with a range of stakeholders including staff, families, other agencies and the community as required.
* You proactively undertake service-monitoring activities/tasks as determined by the AS&RS Management.
* You keep yourself and teams informed about and ensure the application of relevant legislative requirements, departmental policies and service delivery practices.
* You actively contribute and encourage others to participate in support planning for people with a disability who receive services.
* You actively contribute to a range of projects and general administrative duties including record keeping and preparing reports as required.
* You recognise and contribute to the AS&RS Governance Structure and Quality and Safeguard requirements, supporting outcomes for clients through the delivery of quality services and continuous improvement.

**Delegations**

This position does not hold any human resource or financial delegations.

**Is this role for you? Consider the Leadership competencies for the role.**

The [Queensland Public Service Leadership competencies for Queensland](http://www.forgov.qld.gov.au/leadership-competencies-queensland) (LCQ) applies to all role profiles within the department. This role profile is aligned to the **individual contributor** profile of the LCQ and outlines the relevant competencies from the **individual contributor** profile that are the basis of assessment of your suitability for the role.

To be successful in this role you will be required to demonstrate capability in the following areas:

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| **Vision** | **Results** | **Accountability** |
| Leads change in complex environments* Embraces change and leads with focus and optimism in an environment of complexity and ambiguity

Makes insightful decisions* Makes considered, ethical and courageous decisions based on insight into the broader context
 | Builds enduring relationships* Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes

Drives accountability and outcomesDemonstrates accountability for the execution and quality of results through professionalism, persistence and transparency | Fosters healthy and inclusive workplaces* Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised

Demonstrates sound governance* Maintains a high standard of practice through governance and risk management
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Role specific/technical skills

* Knowledge of, and capacity to monitor the application of principles, standards and legislative requirements in relation to service provision to people with an intellectual disability.
* Basic computer literacy skills.
* Ability to perform the physical requirements of the role.
* Ability to provide client support in manner that empowers people with an intellectual disability to achieve greater levels of independence, self-reliance, community participation and wellbeing.

**Conditions and benefits of the role**

The department provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the department will include work-life balance with, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

The department is committed to building an inclusive culture that respects and promotes [human rights](https://www.forgov.qld.gov.au/humanrights)and [diversity](https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment). We respectfully journey together to aspire to be the most culturally capable agency in the nation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

**How to apply**

To enable us to assess your application, please include:

* a **statement** not more than two pages, that summarises your skills, experience and achievements against the leadership competencies/capabilities and duties/responsibilities.
* a **current resume** containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
* copies of:
* Open “C” class Australian driver’s licence - please provide evidence of name change if the name on your licence is different to your qualification documents. Provisional (P1 and P2) classes of licence are not accepted.
* Certificate IV Disability or equivalent.
* HLTAID003/HLTAID011 - “Provide First Aid” or HLTAID004 - “Provide an emergency first aid response in an education and care setting” and CPR certificate/s.
* If you are not currently an Australian citizen and hold a visa, a copy of your passport is required. The Department is required to complete a visa check (VEVO) to confirm working rights.
* Apply via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68). Inquiries relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online, contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via Smart jobs, please contact the hiring manager. If the Selection Panel has granted approval to consider a late application, contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

Applicants can provide information to demonstrate their skills against the capabilities of the role profile by including the following statement in the role profile:

* To apply for the role, your application should include something that outlines why you want to do this role and demonstrates your skills and experience to make a difference.

 Examples of flexible and creative options:

* Visual representation of your story with a written/video explanation of its meaning
* One page outline of your skills and experience
* Short 5 minute video explaining your skills and experience

See tips on [how to write a resume and cover letter](https://www.qld.gov.au/jobs/finding/pages/resume.html)

**Other important information**

* The department is proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in our homes, communities or workplaces and we are committed to preventing violence and supporting employees affected by domestic and family violence.
* The department is committed to being an inclusive workplace, providing reasonable adjustment and support for people with a disability.
* The department values and is committed to being a safe and inclusive workplace for all LGBTQI+ peoples.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
* Successful applicants will be subject to a criminal history check or blue card screening.
* Successful applicants who are either a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them.
* Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* A person is eligible to be a public service officer only if the person is an Australian citizen or resides in Australia and has permission, under a Commonwealth law, to work in Australia. If a person’s permission to work in Australia ends, the person’s employment is taken to have been terminated on the same day.
* Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
* Where ‘eligibility for registration’ is shown as a mandatory condition of the role, successful applicants are required to obtain the relevant registration prior to commencing work and maintain registration for the duration of employment in the role.