

Boarding House Worker Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and health care industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Boarding House Worker / Supported Accommodation Worker / Residential Support Worker

1.2 Position Summary

The Boarding House Worker provides support and supervision to residents in supported accommodation facilities. This role involves assisting residents with daily living activities, maintaining facility standards, monitoring resident welfare and creating a safe, supportive living environment.

The position requires strong interpersonal skills, the ability to manage challenging situations and commitment to resident wellbeing. Boarding House Workers work with diverse populations who may require various levels of support due to mental health issues, disability, homelessness or other circumstances.

1.3 Reporting Structure

This position reports to:

- Boarding House Manager / Facility Manager
- Service Coordinator / Team Leader
- Regional Manager / Director of Services

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on facility needs)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Resident Support and Welfare

- Monitor resident wellbeing and safety throughout shifts
- Provide support with daily living activities as needed
- Assist residents with personal care and hygiene
- Support residents to maintain independent living skills
- Respond to resident requests and concerns promptly
- Build positive relationships with residents
- Advocate for resident needs and rights

2.2 Facility Management and Maintenance

- Maintain cleanliness and presentation of common areas

- Monitor facility security and safety systems
- Conduct regular facility inspections and checks
- Report maintenance issues and arrange repairs
- Ensure compliance with health and safety standards
- Manage facility supplies and inventory
- Oversee meal preparation and service areas

2.3 Crisis Intervention and Behaviour Management

- Respond appropriately to crisis situations
- De-escalate conflict and challenging behaviours
- Implement behaviour management strategies
- Contact emergency services when required
- Provide emotional support during difficult situations
- Follow incident management procedures
- Maintain calm and professional approach under pressure

2.4 Medication and Health Support

- Assist with medication administration under supervision
- Monitor residents taking prescribed medications
- Observe and report changes in resident health
- Support residents to attend medical appointments
- Liaise with health professionals regarding resident care
- Maintain medication records and documentation
- Respond to medical emergencies appropriately

2.5 Community and Social Support

- Facilitate social activities and community participation
- Encourage positive interactions between residents
- Support residents to access community services
- Assist with budgeting and financial management
- Help residents develop and maintain social connections
- Promote independent living and life skills
- Connect residents with support services and programs

2.6 Documentation and Reporting

- Maintain accurate shift reports and handover notes
- Document resident interactions and observations
- Complete incident reports and risk assessments

- Record medication administration and health observations
- Maintain confidential resident files
- Report safeguarding concerns immediately
- Participate in case reviews and meetings

3. Required Skills and Attributes

3.1 Essential Skills

Crisis Management and De-escalation

Ability to manage challenging situations calmly. Skills in de-escalating conflict and aggression. Crisis intervention techniques. Understanding of trauma-informed approaches. Capacity to make sound decisions under pressure.

Communication and Interpersonal Skills

Excellent verbal and written communication. Active listening and empathy. Ability to build rapport with diverse individuals. Skills in conflict resolution. Professional communication with external agencies.

Support and Care Skills

Understanding of person-centred support. Knowledge of mental health and disability. Ability to assist with personal care. Support planning and goal setting. Understanding of rights-based approaches.

Facility Management

Organisational and housekeeping skills. Attention to detail in facility maintenance. Understanding of health and safety standards. Ability to manage multiple priorities. Problem-solving capabilities.

3.2 Personal Attributes

- Patient and calm under pressure
- Non-judgmental and respectful approach
- Professional boundaries and ethics
- Reliability and punctuality for all shifts
- Flexibility to work varied hours including nights
- Emotional resilience and self-care awareness
- Team player with collaborative approach
- Commitment to resident rights and dignity
- Cultural sensitivity and awareness
- Proactive and solutions-focused

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate IV in Community Services or equivalent qualification

- Current First Aid and CPR certificate
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if applicable)
- Eligibility to work in Australia
- Ability to work flexible shifts including nights, weekends and public holidays
- Immunisation records as required

4.2 Desirable Qualifications

- Mental health first aid certificate
- Crisis intervention training
- Medication administration training
- Manual handling certificate
- Trauma-informed care training
- Domestic violence awareness training
- Previous experience in supported accommodation

4.3 Experience

Previous experience in supported accommodation, residential care, mental health services or disability support is highly valued. Experience working with vulnerable populations, managing challenging behaviours or crisis situations is beneficial. Entry-level positions may be available for recent graduates with appropriate qualifications and demonstrated commitment to the sector.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning, afternoon and night shifts
- Regular weekend and public holiday work
- Shift lengths typically 8-12 hours
- Night shift work (11pm-7am) may be required
- Sleepover shifts may be included
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Ability to remain alert during long shifts
- Physical capability to respond to emergencies
- Ability to assist residents with mobility
- Capability to perform housekeeping duties
- Comfortable moving between different areas of facility

- Good vision and hearing for monitoring residents

5.3 Work Environment

- Residential facility with shared living spaces
- Indoor work environment with varying conditions
- Exposure to challenging behaviours and situations
- Contact with residents with complex needs
- Emotionally demanding situations requiring support
- Variable noise levels and activity

5.4 Uniform and Presentation

- Professional casual attire or provided uniform
- Comfortable, practical clothing for active work
- Closed, non-slip footwear required
- Neat and professional appearance
- Name badge or identification to be worn
- Adherence to organisational dress code

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award - MA000100). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in supported accommodation services.

6.2 Classification Level

Boarding House Workers are generally classified under the award as:

- Level 3: Boarding house worker with Certificate IV qualification
- Level 4: Experienced worker with specialised support duties
- Level 5: Senior boarding house worker with coordination responsibilities

The specific classification level will be determined based on qualifications, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Night shift allowances for overnight work

- Sleepover allowances if applicable

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the SCHADS Award 2010 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all residents, families and colleagues with respect and dignity
- Maintain strict confidentiality of resident information
- Follow all organisational policies, procedures and standards
- Maintain professional boundaries at all times
- Arrive on time for scheduled shifts
- Notify management of absence or lateness as soon as possible

7.2 Support Standards

- Provide person-centred support that respects resident choices
- Promote resident independence and self-determination
- Follow support plans and document services accurately
- Report concerns about resident wellbeing promptly
- Respect cultural, religious and personal preferences
- Support residents with patience and compassion

7.3 Safety and Risk Management

- Follow WHS policies and procedures strictly
- Conduct regular safety checks throughout shifts
- Report all incidents, accidents and hazards immediately
- Maintain safe work environment for residents and staff
- Respond appropriately to emergency situations
- Follow mandatory reporting obligations

7.4 Teamwork Expectations

- Communicate effectively during handover
- Participate actively in team meetings and supervision
- Support colleagues during challenging situations
- Share information relevant to resident support
- Accept feedback constructively and implement improvements
- Contribute to continuous service improvement

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation
- Copies of qualifications and certificates
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview with scenario-based questions
- Skills assessment or practical demonstration
- Reference checks
- National Police Check and worker screening

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the facility.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____