

Residential Support 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 residential care industry practices at the time of publication. You should review and tailor this template to suit your business, service 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

Residential Support Worker / Group Home Support Worker / Residential Care Worker

1.2 Position Summary

The Residential Support Worker provides 24-hour support to people with disabilities or complex needs living in group homes or residential care settings. This role involves assisting residents with daily living activities, implementing individual support plans, facilitating community participation and providing overnight support including active overnight shifts and sleepover duties.

The position requires flexibility, resilience and strong interpersonal skills, along with the ability to work independently during overnight shifts. Residential Support Workers must create homelike environments, promote residents' independence and dignity, and respond effectively to challenging situations and emergencies.

1.3 Reporting Structure

This position reports to:

- House Supervisor / Senior Support Worker
- Service Coordinator / Program Manager
- Operations Manager / Regional Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts including sleepover and overnight)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Daily Living Support

- Assist residents with personal care including showering, dressing and grooming
- Support with meal planning, preparation and cooking
- Assist with household tasks including cleaning, laundry and shopping
- Support residents with medication management as per protocols
- Help residents maintain their living spaces
- Encourage and support independent living skills
- Maintain safe, clean and homelike environment

2.2 Overnight and Sleepover Support

- Provide active overnight support during scheduled night shifts
- Complete sleepover shifts with on-call availability
- Assist residents with toileting and personal care during night
- Respond to resident needs and emergencies overnight
- Support residents' sleep routines and bedtime preparation
- Monitor resident safety and wellbeing throughout night
- Complete morning routines and handover to day staff

2.3 Life Skills Training and Development

- Teach and support development of practical life skills
- Support residents with budgeting and money management
- Assist with developing cooking and meal preparation skills
- Support development of social and communication skills
- Encourage problem-solving and decision-making
- Work towards goals outlined in individual support plans
- Promote independence and self-advocacy

2.4 Community Access and Social Participation

- Facilitate resident participation in community activities
- Support attendance at appointments, work and day programs
- Encourage social connections and relationship building
- Provide transport support (driving when required)
- Support recreational activities and hobbies
- Promote community inclusion and reduce isolation
- Facilitate family visits and social events

2.5 Behaviour Support and Incident Management

- Implement positive behaviour support strategies
- Follow individual behaviour support plans
- Use de-escalation techniques during challenging situations
- Respond appropriately to incidents and emergencies
- Complete incident reports accurately and promptly
- Observe and report changes in behaviour or wellbeing
- Maintain professional boundaries and composure

2.6 Health and Wellbeing Monitoring

- Monitor resident physical and mental health
- Support attendance at medical and allied health appointments
- Administer medications as trained and authorized
- Observe and report health concerns to nursing staff
- Support implementation of health management plans
- Encourage healthy lifestyle choices and exercise
- Provide emotional support and crisis intervention

2.7 Documentation and Communication

- Maintain accurate shift reports and progress notes
- Document all support provided and observations
- Complete incident, accident and medication records
- Participate in handover meetings between shifts
- Communicate with team members and coordinators
- Liaise with families, support coordinators and health professionals
- Maintain confidentiality of resident information

2.8 House Management and Maintenance

- Maintain cleanliness and organisation of group home
- Monitor and manage household supplies and groceries
- Report maintenance issues and safety hazards
- Ensure equipment is safe and well-maintained
- Follow infection control and hygiene procedures
- Create welcoming, homelike atmosphere
- Manage household budgets as required

3. Required Skills and Attributes

3.1 Essential Skills

Residential Support Skills

Competency in personal care and daily living support. Understanding of behaviour support strategies. Ability to work independently during overnight shifts. Crisis management and de-escalation skills. Domestic and household management abilities.

Communication and Interpersonal Skills

Effective communication with people with various support needs. Ability to build trusting relationships with residents. Clear communication with team members across shifts. Professional liaison with families and health professionals. Active listening and empathy.

Independence and Problem-Solving

Ability to work independently with minimal supervision. Sound judgment and decision-making skills. Problem-solving in emergencies and challenging situations. Initiative to address issues as they arise. Self-motivation

and reliability.

Flexibility and Resilience

Adaptability to changing situations and resident needs. Emotional resilience for challenging behaviors.

Flexibility to work varied shifts including overnights. Physical stamina for active overnight shifts. Ability to remain calm under pressure.

3.2 Personal Attributes

- Caring, patient and respectful demeanour
- Mature, responsible and trustworthy
- Reliability and punctuality for all shifts
- Flexibility to work nights, weekends and sleepovers
- Physical fitness for overnight shifts
- Positive attitude and enthusiasm
- Non-judgmental and inclusive approach
- Strong work ethic and integrity
- Cultural awareness and sensitivity
- Commitment to continuous learning

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate III in Individual Support (Disability) or equivalent qualification
- Current First Aid and CPR certificate
- NDIS Worker Screening Check
- National Police Check (within last 12 months)
- Eligibility to work in Australia
- Current driver's licence (if providing transport)
- Manual handling training certificate
- Ability to work overnight shifts, sleepovers and weekends

4.2 Desirable Qualifications

- Certificate IV in Disability
- Positive Behaviour Support training
- Medication administration competency
- Epilepsy management training
- Mental health first aid certificate
- De-escalation and crisis intervention training

- Previous experience in residential or group home settings

4.3 Experience

Previous experience in residential support, group homes or disability services is highly valued. Candidates must demonstrate understanding of behaviour support, ability to work independently overnight, and competency in personal care and daily living support. Experience with overnight shifts and managing challenging behaviors is essential for this role.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning, afternoon, overnight and sleepover shifts
- Active overnight shifts (typically 10pm-8am)
- Sleepover shifts with on-call availability
- Regular weekend and public holiday work
- Shift lengths from 8 hours to 24-hour shifts
- Roster provided in advance where possible

5.2 Physical Requirements

- Ability to remain awake and alert during overnight shifts
- Physical capability to assist with personal care and transfers
- Manual handling and lifting with equipment
- Physical stamina for long shifts including overnights
- Ability to respond quickly in emergency situations
- Good vision and hearing for overnight supervision

5.3 Work Environment

- Residential group home or supported accommodation
- Home-like environment shared with 2-6 residents
- Work independently during overnight shifts
- Possible exposure to challenging behaviours
- Sleepover accommodation provided during sleepover shifts
- Emotionally demanding situations

5.4 Uniform and Presentation

- Casual professional attire or uniform as required
- Comfortable, practical clothing for active shifts
- Closed footwear suitable for support duties
- Neat and professional appearance

- Personal protective equipment when required
- Name badge or ID to be worn

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 in residential disability services.

6.2 Classification Level

Residential Support Workers are generally classified under the award as:

- Level 2: Support worker providing direct support
- Level 3: Support worker with Certificate III qualification
- Level 4: Experienced worker with advanced skills or house coordination duties

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 and allowances for:

- Evening work (after 8pm): Additional loading
- Night shifts: Premium rates apply
- Sleepover shifts: Sleepover allowance (separate from hourly rates)
- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Vehicle allowance if using personal vehicle

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the SCHADS Award 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 service standards
- Comply with NDIS Practice Standards and Code of Conduct
- Arrive on time for all scheduled shifts

- Notify management immediately if unable to attend shift

7.2 Support Standards

- Provide person-centred support that respects resident goals
- Promote resident choice, control and independence
- Follow individual support plans accurately
- Uphold resident rights and dignity at all times
- Create homelike, comfortable living environment
- Respond to changing needs with flexibility

7.3 Safety and Quality

- Follow all safety procedures and risk management strategies
- Implement behaviour support plans as directed
- Report all incidents, accidents and concerns immediately
- Maintain safe environment for residents and self
- Respond appropriately to emergencies
- Participate in quality improvement activities

7.4 Teamwork Expectations

- Communicate effectively during shift handovers
- Share relevant information about resident support
- Participate in team meetings and supervision
- Support colleagues and collaborate effectively
- Accept feedback constructively
- Contribute to positive house culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability for overnight shifts
- Copies of qualifications (Certificate III, First Aid, etc.)
- Copy of driver's licence (if applicable)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview and house visit
- Scenario-based assessment
- Reference checks
- NDIS Worker Screening Check
- National Police Check

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 service.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____