

## Applicant Information

### Casual Residential Care Officer (Disability Support Worker)

The information in this guide will help you gain an understanding of the role and prepare you to submit your application.

#### Preparation

Read the role profile and frequently asked questions on our website "[Join our team](#)". These documents contain information about the key duties and responsibilities of our support workers and will help you to determine if this is the right role for you.

#### Cover letter

A document that explains why you are a good fit for the role.

To apply for the position of casual Residential Care Officer (RCO), you will be required to submit a one-page cover letter.

The selection panel looks forward to reading your cover letter as it will tell them more about you. This is your chance to communicate your skills, strengths, and qualifications, why you want the job and why you are a good fit for the team and the role of casual RCO.

Even if you don't have direct experience in disability support work, showing that you have **transferrable skills** and a real interest in the job can make your cover letter stand out and demonstrate that you possess the qualities required to be a great disability support worker. The [RCO role profile](#) will help you identify the skills and qualities most relevant to the role.

#### Important information to include in your Cover Letter

- Check that your cover letter addresses the role of Casual RCO. Too often we receive cover letters and resumes applying for other positions (e.g., Nursing)
- Your email address and other current contact information
- Who you are
- Why you want the position of RCO
- Why you think you are the right person for the job.
- Your skills and values, including any transferrable skills and experiences
- Volunteer work - Think about what you did and the impact it had on you and the organisation. Volunteering can provide valuable knowledge, skills and demonstrate your desire to support a community



## Using Inclusive Language

Our department values diversity and inclusiveness. We seek to create a workplace that values and empowers people with various abilities. Here are some key points to consider when writing your **cover letter, CV, and attending interviews**:

- **In our department:** we refer to those we support as "participants" rather than patients or clients.
- **Person-First Language:** When discussing individual with disability, prioritise using person-first language. Emphasise the person before the disability to highlight their humanity and individuality. For example, say "person with disability" instead of "disabled person."
- **Avoiding Stereotypes:** Steer clear of stereotypes or assumptions related to disabilities. Focus on individual strengths, skills, and experiences rather than making generalisations. Embrace the uniqueness each person brings to our community.
- **Respectful Terminology:** Be aware of the appropriate terminology you use when speaking or writing. Creating an inclusive and supportive environment starts with the language used.

By embracing these principles, you demonstrate your commitment to fostering an atmosphere of respect and dignity for all.

Feel free to refer to these examples when updating your cover letter, resume, and at interview.

Use	Don't Use
Person with disability or individual with disability	Disabled person, the disabled
Person with a physical disability	Handicapped, physically challenged
Person with an intellectual disability	Retarded, mentally handicapped
Person with a learning disability	slow
Person with a mental illness	Mentally ill
Person living with a mental health issue	
Person living with schizophrenia	Schizophrenic
Person with autism	Autistic Severely
Person with Down syndrome	Suffering from Down syndrome
Person who uses a wheelchair	Wheelchair bound, confined to a wheelchair
[Name] is a wheelchair user	

For further information see the following sites:

<https://pwd.org.au/resources/language-guide/>

<https://www.afdo.org.au/news/language-guide/>



## Resume

A document that concisely lists your employment background and qualifications.

Your resume should be tailored to the role of casual RCO, easy to understand and no more than two pages.

### List the following at the top of your Resume:

- Contact details, full name, address, phone number, and email address
- Qualifications, licences and certificates

### Skills qualities and experiences

It is important to show case your skills, qualities, and experiences relevant to the role.

### Volunteer Work:

List any work you have done as a volunteer with groups or events.

### References:

Put at least two references at the end of your resume. These should be people who know you and your work. It's a good idea to include your current line manager.

### Resume formatting

Your resume should be neat and professional. Use bullet points so that the panel can quickly look over your application. Instead of long paragraphs, use short, easy sentences to describe your experiences and skills. Use a font that is easy to read and a print size of 10 to 12 points.

## Submitting your application

**To apply for the position**, you are required to apply online during the two-week advertising period through the website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au). This is the only accepted method of application. A copy of the advertising campaign dates can be found on our website "[Join Our Team](#)". When applying, take the time to carefully fill out all the required fields in your Smart Jobs application. For example, check your personal details in your Smart Jobs account, ensuring you have entered your current email address and mobile number.

For the role of casual RCO, it is important you attach the following documents to your Smart Jobs application:

1. Cover letter
2. Resume

## Compulsory questionnaire

Once your application has been submitted to SmartJobs **you will receive an email with a link to a compulsory questionnaire**. You must complete this questionnaire as it is a key part of the application process. Please ensure to whitelist the email address [rcorecruitment@dcssds.qld.gov.au](mailto:rcorecruitment@dcssds.qld.gov.au) and check your spam folder regularly so as not to miss vital information about your application.



## What's next

### Preparing for further Assessment

Once you have submitted your application and completed the compulsory questionnaire, you may be contacted for further assessment. This could involve interviews, reference checks and other evaluation methods. Be prepared to showcase your skills, values, experiences, and suitability for the Casual RCO position.

### Awaiting the Outcome

During the selection phase, the panel will determine the most suitable candidates to be invited to induction. The timeframe for this process may vary, so it's important to know that you will be notified of the outcome, regardless of whether you are successful to induction or not.

Remember, it is crucial to follow the instructions provided throughout the application process. Make note of deadlines and provide the requested documentation.

For further information regarding Casual RCO recruitment, please contact the RCO Recruitment team on [Email: RCO Recruitment](mailto:RCO Recruitment)

### Recruitment Schedule



Good luck and we look forward to receiving your application.