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Form  
**General Task Guide – Senior  
 Residential Care Worker**  
 Residential Care and Transition Services

How to structure your day	
Tuesday admin	Thursday admin
<input type="checkbox"/> Rostered six (6) hours with a thirty (30) minute break	<input type="checkbox"/> Rostered four (4) hours
<input type="checkbox"/> Expectation to work from Nudgee: <ul style="list-style-type: none"> <li>• If meeting via MS Teams, work from Nudgee or placement</li> <li>• Any changes to the above must be approved</li> </ul>	<input type="checkbox"/> Expectation to work from placement
<input type="checkbox"/> Access to Surface Pro during team meeting: <ul style="list-style-type: none"> <li>• Request access to Care Team Leader (CTL)/Clinician laptop after meeting or use of free computer in the Christina White Building if there is no Surface Pro available for use.</li> </ul>	<input type="checkbox"/> Conducting Supervisions: <ul style="list-style-type: none"> <li>• At placement:               <ul style="list-style-type: none"> <li>◦ Not while the Residential Care Worker (RCW) is working with the YP – if YP is at school and not present, this time may be utilised for Supervision</li> </ul> </li> <li>• Via MS Teams</li> </ul>
<input type="checkbox"/> Booking Supervisions: <ul style="list-style-type: none"> <li>• Before team meeting</li> <li>• After team meeting</li> </ul>	<input type="checkbox"/> Book Supervision time slots in Outlook calendar for next Individual Supervisions
<input type="checkbox"/> Connect with CTL/Clinician to prepare for team meeting	<input type="checkbox"/> Region meeting (monthly)
<input type="checkbox"/> Support team meeting facilitation	<input type="checkbox"/> Completing checklists below: <ul style="list-style-type: none"> <li>• Fortnightly</li> <li>• Ensuring weekly are completed</li> <li>• Check monthly list each fortnight (spread across two fortnights)</li> <li>• Check 'as required' list items and complete when necessary</li> </ul>
<input type="checkbox"/> Ensure team meeting minutes are distributed on Tuesday (day of team meeting)	<input type="checkbox"/> Petty Cash reimbursement – send to Business Support Team
<input type="checkbox"/> Ensure team meeting minutes support those workers that were not present	
<input type="checkbox"/> Petty cash pick up: <ul style="list-style-type: none"> <li>• Team meeting day; OR</li> <li>• Region process (as per Area Coordinator)</li> </ul>	
<input type="checkbox"/> Access resources for program from Nudgee: <ul style="list-style-type: none"> <li>• Printing, petty cash pick up, credit card reconciliation, administration issues, order pick-up</li> <li>• This provides a chance to collect what the program needs</li> </ul>	
<input type="checkbox"/> Any administration tasks that can be completed away from placement: <ul style="list-style-type: none"> <li>• From checklists below</li> </ul>	

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DAILY TASKS		
Sign	RCW duties – on shift	Position Description/ Policy/Procedure/Form
	<input type="checkbox"/> On arrival, initiate an update regarding program with outgoing RCW	2. Service Delivery – Communication PROC Daily Support
	Review Shift Logs to ensure: <input type="checkbox"/> Previous day Behaviour Log have been published <input type="checkbox"/> Previous day PM Log has been published <input type="checkbox"/> Previous day AM Log has been published <input type="checkbox"/> Previous day Activity Logs have been published <input type="checkbox"/> Other speciality Logs have been published	2. Service Delivery – Communication PROC Daily Support
	Complete Unit Handover Log to ensure: <input type="checkbox"/> GBI's recorded <input type="checkbox"/> Chores recorded <input type="checkbox"/> Petty cash counted and balanced	2. Service Delivery – Communication PROC Daily Support
	<input type="checkbox"/> Review emails and calendar – complete associated tasks according to assessed priority	2. Service Delivery – Communication PROC Daily Support
	<input type="checkbox"/> Check in with CTL/Clinician (as per program process)	2. Service Delivery – Communication PROC Daily Support
	Complete daily program tasks whilst on shift as per RCW role, including: <input type="checkbox"/> Support of YP daily when on shift <input type="checkbox"/> Undertake household duties and model initiative with staff <input type="checkbox"/> Ensure all items on the RCW Scheduler are completed, following up where required	2. Service Delivery – Communication PROC Daily Support
	Ensure security of program and vehicle/s, including: <input type="checkbox"/> Ensuring the office door remains closed and locked	2. Service Delivery – Communication

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#### DAILY TASKS

Sign	RCW duties – on shift	Position Description/ Policy/Procedure/Form
	<input type="checkbox"/> Ensuring that the safe remains closed and locked <input type="checkbox"/> Ensuring that the office remains clean and tidy <input type="checkbox"/> Ensuring that vehicles are stored in the garage and are locked when not in use <input type="checkbox"/> Ensuring that program keys are being managed correctly by RCWs on shift <input type="checkbox"/> Ensuring that all vehicle keys are stored in the locked safe <input type="checkbox"/> Ensuring that the house is secure upon leaving the premise <input type="checkbox"/> Ensuring that spare keys are returned to the key safe following use <input type="checkbox"/> Ensuring that all lockboxes have required keys <input type="checkbox"/> Ensuring that RCW personal items are secured in the safe while on shift	PROC Daily Support FS WI RCaTS Vehicle Immobiliser
	Ensuring the house phone is used by all RCW's, not personal phones (each shift): <input type="checkbox"/> Ensuring that My Safety Buddy phone is the primary phone with RCW <input type="checkbox"/> Ensuring that My Safety Buddy phone (one or two phones) is with the RCW on shift	WI My Safety Buddy

#### WEEKLY TASKS

Wk1	Wk2	Wk3	Wk4	Wk5	Duties	Position Description/ Policy/Procedure/Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Review grocery list provided to the Business Support Team, as per menu planner (to be discussed at team meeting): <ul style="list-style-type: none"> <li>Audit costing</li> <li>Audit quantities</li> <li>Audit dietary health of order</li> </ul>	2.Service Delivery – Finance & Purchasing WI Grocery Ordering FIN SOP Purchasing PROC Safety and Wellbeing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure grocery list is sent to the Business Support Team	2.Service Delivery – Finance & Purchasing WI Grocery Ordering

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WEEKLY TASKS						
Wk1	Wk2	Wk3	Wk4	Wk5	Duties	Position Description/ Policy/Procedure/Form
						FIN SOP Purchasing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Review emails and calendar – complete associated tasks according to assessed priority.	2.Service Delivery – Communication PROC Daily Support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure Unit Information is current in preparation for commencement of on-call rotation (by 12pm Friday) <ul style="list-style-type: none"> <li>Upload roster to Unit Information weekly **</li> </ul>	PROC Records Management
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Review house meeting minutes ** <ul style="list-style-type: none"> <li>Ensure follow up items have been actions (to be discussed at team meeting)</li> </ul>	2.Service Delivery – PROC Daily Support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure Menu Planner is visible within the common areas of the house	FORM Menu Plan

FORTNIGHTLY TASKS			
FT 1	FT 2	RCW duties	Position Description/ Policy/Procedure/Form
<input type="checkbox"/>	<input type="checkbox"/>	Submit timesheet (fortnightly)	
<input type="checkbox"/>	<input type="checkbox"/>	Review emails and calendar – complete associated tasks according to assessed priority	2.Service Delivery – Communication PROC Daily Support
<input type="checkbox"/>	<input type="checkbox"/>	Liaise with CTL/Clinician regarding young people appointments and planner: <ul style="list-style-type: none"> <li>Advise of any upcoming medical appointments</li> <li>Advise of any upcoming school events</li> <li>Discuss any complications with current planner (to be reviewed with team at team meeting)</li> <li>Activity Risk Assessment, Safety and Wellbeing</li> </ul>	PROC Safety and Wellbeing

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FORTNIGHTLY TASKS			
FT 1	FT 2	RCW duties	Position Description/ Policy/Procedure/Form
CTARS			
<input type="checkbox"/>	<input type="checkbox"/>	Follow up CTARS audit: ** <ul style="list-style-type: none"> <li>Review email from Business Support Team and follow up on outstanding Logs for program</li> </ul>	
<input type="checkbox"/>		Review missing Logs in CTARS: ** <ul style="list-style-type: none"> <li>Check dates for the fortnight for the following Logs to ensure all dates are completed:               <ul style="list-style-type: none"> <li>AM Log</li> <li>PM Log</li> <li>Behaviour Log</li> <li>Other Logs required by CTL/Clinician identified on Planner</li> </ul> </li> </ul>	
<input type="checkbox"/>	<input type="checkbox"/>	Review Medication Logs: ** <ul style="list-style-type: none"> <li>Ensure that previous entries have a reason if omitted</li> <li>Check against Business Support Team email for 'medication omitted for no reason'</li> </ul>	PROC Health and Medication
<input type="checkbox"/>	<input type="checkbox"/>	Audit YP's ledgers to ensure that pocket money and savings are being recorded: ** <ul style="list-style-type: none"> <li>Savings</li> <li>Pocket money</li> </ul>	PROC RES Young People's Finances
MEDICATION			
<input type="checkbox"/>	<input type="checkbox"/>	Audit medication on hand: <ul style="list-style-type: none"> <li>Review and match medication on hand to CTARS</li> <li>Add medication to CTARS as required (contact CTL/Clinician to authorise)</li> </ul>	PROC Health and Medication FORM Unused Medication Return
PROGRAM ADMINISTRATION			
		Ensure that House Folder (yellow) is up to date and documentation has been printed out for staff:	FS IP Unit Information Folder Matrix

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FORTNIGHTLY TASKS			
FT 1	FT 2	RCW duties	Position Description/ Policy/Procedure/Form
<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Review details Unit Information to ensure details are up to date (13 tabs)</li> </ul>	
<input type="checkbox"/>	<input type="checkbox"/>	Proactive Strategies Guide: <ul style="list-style-type: none"> <li>In place/accessible and current</li> </ul>	PP Proactive Strategies Guide
<input type="checkbox"/>	<input type="checkbox"/>	Ensure required posted are on the wall in view: <ul style="list-style-type: none"> <li>Charter of Rights for Child in Care Poster</li> <li>Office of Public Guardian</li> <li>Statement of Standards of Care</li> <li>Mercy Mission and Values</li> <li>Complaints Poster</li> <li>Evacuation</li> <li>Bullying and Cyberbullying Posters</li> </ul> Forms available: <ul style="list-style-type: none"> <li>Young Person Disclosure Form</li> <li>Complaints Form</li> </ul>	IP Charter of Rights for a Child In Care Poster IP RES YP Complaints Poster FORM RES Young Person Disclosure
<input type="checkbox"/>	<input type="checkbox"/>	Review maintenance app: <ul style="list-style-type: none"> <li>Follow up on the progress of jobs that have been logged</li> </ul>	PROP PROC FS Maintenance Requests
<input type="checkbox"/>	<input type="checkbox"/>	Ensure petty cash is reconciled and submitted per guidelines **	WI Petty Cash
<input type="checkbox"/>	<input type="checkbox"/>	Program IT support <ul style="list-style-type: none"> <li>Review distribution email group</li> <li>Send email request to IT to update, if required</li> </ul>	
<input type="checkbox"/>	<input type="checkbox"/>	Reconcile credit card	FIN SOP Corporate Credit Card

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FORTNIGHTLY TASKS			
FT 1	FT 2	RCW duties	Position Description/ Policy/Procedure/Form
PROGRAM SAFETY			
<input type="checkbox"/>	<input type="checkbox"/>	Sharps management	IP Sharps Management
<input type="checkbox"/>	<input type="checkbox"/>	General safety at program: ** <ul style="list-style-type: none"> <li>Ensure that regular safety checks are conducted in the residential home and any corrective actions are recorded in the Maintenance App for repair</li> </ul>	PROC Safety and Wellbeing
<input type="checkbox"/>	<input type="checkbox"/>	Food safety <ul style="list-style-type: none"> <li>Audit fridge and freezer to ensure all food is being stored and labelled correctly</li> </ul>	IP RES Food Safety Poster
MEETING			
<input type="checkbox"/>	<input type="checkbox"/>	Attend team meeting: <ul style="list-style-type: none"> <li>Complete details minutes from team meeting **</li> <li>Distribute team meeting minutes via email on team meeting Tuesday</li> </ul>	FS IP RCaTS RES Team Meetings
<input type="checkbox"/>	<input type="checkbox"/>	Facilitate team meetings (including house actions, Sanctuary, and reflective practice)	FS IP RCaTS RES Team Meetings
SUPERVISION			
<input type="checkbox"/>	<input type="checkbox"/>	Follow up outstanding Saba training requirements for RCWs: <ul style="list-style-type: none"> <li>Audit Saba to ensure that the correct team cohort is available</li> <li>Request new team members be added to SRCW Saba Profile</li> </ul>	
<input type="checkbox"/>	<input type="checkbox"/>	Liaison with AC regarding Critical Incident Debrief to support RCW in Supervision	

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### QUARTERLY TASKS

Sign		Position Description/ Policy/Procedure/Form
	<input type="checkbox"/> Attendance at Combined Leadership Meeting (during admin hours)	

### MONTHLY TASKS

Sign	Program Administration	Position Description/ Policy/Procedure/Form
<b>SUPERVISION AND TRAINING</b>		
<input type="checkbox"/>	Provide Supervision to RCW's <ul style="list-style-type: none"> <li>Forward documentation to the Business Support Team by the last Friday of the month (best practice: send through as soon as Supervision is completed and signed OR the last admin day of the month)</li> </ul>	FORM Client Case Note HR FORM FS Individual Supervision Record HR FORM Professional Supervision Agreement HR PROC FS Supervisions Staff Care and Self Care
<input type="checkbox"/>	Participate in own Supervision sessions	HR PROC FS Supervisions Staff Care and Self Care HR FORM Professional Supervision Agreement
<input type="checkbox"/>	Engage in Professional Development (individual and within the wider group)	
<b>ADMINISTRATION</b>		
<input type="checkbox"/>	Ensure credit card reconciliation is complete by the date outlined within the CBA Credit Card Timetable (these dates are provided by Finance and calendar reminders set by the Business Support Team)	FIN SOP Corporate Credit Card FIN DOC CBA credit card timetable
<input type="checkbox"/>	Attend regional SRCW meetings, as per requirement set by AC <ul style="list-style-type: none"> <li>Via MS Teams or in person</li> </ul>	

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MONTHLY TASKS		
Sign	Program Administration	Position Description/Policy/Procedure/Form
ORDERING		
<input type="checkbox"/>	House resource ordering: **	WI Household Ordering
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Stationery</li> <li>Cleaning products</li> </ul>	FIN SOP Purchasing
<input type="checkbox"/>	House ambience: **	WI Household Ordering
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Audit house ambience: <ul style="list-style-type: none"> <li>Order one (1) item/month for house ambience</li> </ul> </li> </ul>	FIN SOP Purchasing
<i>NB: Remember to run things by your CTL/Clinician before purchasing items</i>		
<input type="checkbox"/>	Program resources restock:	WI Household Ordering
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Audit art and craft supplies **</li> </ul>	FIN SOP Purchasing
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Reorder, if required</li> </ul>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Audit outdoor equipment **</li> </ul>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Reorder, if required</li> </ul>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Audit house supplies (kitchen, linen) **</li> </ul>	
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Reorder, if required</li> </ul>	
MAINTENANCE/WHs		
<input type="checkbox"/>	Maintenance Checklist (Staff Checklist)	FORM RES Property Maintenance Record
<input type="checkbox"/>	Vehicle Checklist	FS WI RCaTS Vehicle Immobiliser FIN FORM Motor Vehicle Monthly Checklist
<input type="checkbox"/>	Ensure that Fire Evacuation Practices have been completed and documented	FS FORM RCaTS RES Emergency and Fire Safety Management Plan

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**Individual Supervision (occurs bi-monthly)**

Month	Team Member's Name	Communicated to rostering	Invite Sent	Records sent to Business Support

**Individual Supervision (that were not at Group Supervision) – (occurs alternate bi-monthly)**

Month	Team Member's Name	Communicated to rostering	Invite Sent	Records sent to Business Support

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AS REQUIRED TASKS		
Sign	Staff Support and Program Administration	Position Description/ Policy/Procedure/Form
MAINTENANCE		
<input type="checkbox"/>	Liaise with Fleet regarding following up for vehicle maintenance and roadside assistance	FIN DOC Fleet Partners – Fleet Management Guide
<input type="checkbox"/>	Review Pool Safety Plan every six (6) months, or when a new YP enters the program	FS PROC Safety and Wellbeing WI Reducing Water Level in Swimming Pools
<input type="checkbox"/>	Program IT support and resourcing ** • Phones/computers/printers	
ORDERING		
<input type="checkbox"/>	Order First Aid supplies when used and send copy of receipt to the Business Support Team	WHS SOP First Aid
<input type="checkbox"/>	Fire extinguisher – replacement **	WHS SOP Emergency and Fire Safety Management
<input type="checkbox"/>	PPE audit and ordering/restocking **	WHS FORM RCaTS COVID-19 PPE Supplies weekly Audit Checklist WHS FORM RCaTS COVID-19 PPE Hub Supplies Stocktake Checklist
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	YP clothes audit and purchases: • Summer • Winter • Incidental top up	FORM Young Person Clothing and Footwear Checklist IP Tracking Adequate Clothing for Young People

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AS REQUIRED TASKS		
Sign	Staff Support and Program Administration	Position Description/ Policy/Procedure/Form
HR/STAFFING		
<input type="checkbox"/>	Program Orientation for new staff – forward completed documentation to the Business Support Team **	HR FORM FS House Induction Checklist (RCaTS)
<input type="checkbox"/>	Participate in RCW PPR and probation reviews, as required by the Senior Program Manager (SPM)	HR SOP Performance Planning and Review HR FORM PPR Level 1 HR FORM PPR Level 2
PROGRAM		
<input type="checkbox"/>	New YP – room set up:	PROC Entry and Induction FORM Welcome Kit Checklist
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Ensure new YP's bedroom is set up in line with therapeutic ambience</li> <li>Ensure new YP's bedroom has all basic items</li> </ul>	
<input type="checkbox"/>	Support YP's entry and exit:	PROC Entry and Induction FORM Entry Questionnaire – under 12 Years/12 years over
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Entry survey and Welcome Booklet completed</li> <li>Stocktake of YP's personal items (added to CTARS)</li> <li>Exit survey completed</li> <li>Ensure YP exits with all possessions</li> </ul>	FORM RES Welcome Booklet IT IS FORM RES Welcome Booklet PASG FORM RED Welcome Booklet Residential Care PROC Transitions and Exits FORM Exit Questionnaire – Under 12 Years/12 years & over
<input type="checkbox"/>	Add new assets (or remove) to CTARS, as required	PP CTARS Therapeutic Programming Guide

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AS REQUIRED TASKS		
Sign	Staff Support and Program Administration	Position Description/ Policy/Procedure/Form
<input type="checkbox"/>	Provide feedback to the Governance and Risk Team through the Continuous Improvement Mailbox where issues and/or gaps are identified in program documentation/systems	

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