

***JOB DESCRIPTION***

**Child Safety Officer  
Various Zones  
Various Child Safety Service Centre  
Child Safety Services Division**

**JAR:**

**LOCATION:**                      **Various**

**CLASSIFICATION:**        **PO2/PO3 (Multiple permanent full time positions available in various locations).**

**CLOSING DATE:**

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***ORGANISATIONAL ENVIRONMENT***

The Department of Child Safety is the Queensland Government's lead agency for child protection and adoption services. Its main role is to protect children and young people who have been harmed or who are at risk of harm, and secure their future safety and wellbeing.

The Department's strategic focus is on four key areas: its people, practices, partnerships with government and non-government agencies, and the placements the Department provides for the children and young people in its care.

The Department's goals include:

- a sustainable, skilled workforce and professional workplace culture,
- care options that meet the diverse needs of our clients,
- improved safety and positive futures for children and young people, and
- collaborative partnerships that facilitate client access to support services.

Whole of Government priorities which the Department supports include improving the delivery of services to Aboriginal and Torres Strait Islander communities, and building on reforms to the child safety system to improve the wellbeing of Queensland children.

The Department consists of 48 Child Safety Service Centres located across seven zones comprising multi-disciplinary teams of professional and operational staff. Within Central Office there are four key divisions, namely, Policy and Programs, Child Safety Services, Service Delivery Partnerships and Corporate and

Executive Services.

### ***PURPOSE OF POSITION***

To provide high quality statutory child protection services to children, young people and families serviced by the Child Safety Service Centre through quality case management supported by a professional decision making framework in partnership with carers, the non-government sector, other key government departments, the community and the public.

### ***DUTIES***

1. Deliver high quality child protection services to children and families, including intake, investigation and assessment and case management duties in accordance with the objectives and statutory responsibilities of the Department of Child Safety.
2. Provide culturally appropriate, high quality and accountable intervention and casework services to children and families using a range of techniques including crisis intervention, family support, consultation, counselling, conflict resolution, liaison, advocacy and negotiation.
3. Provide verbal advice and prepare structured written reports on casework matters to assist decision making by courts and other cross agency collaborative forums such as SCAN.
4. Maintain case records consistent with departmental case management requirements.
5. Participate productively as a team member to achieve the objectives of the department.
6. Foster a culture and philosophy of frontline service delivery, collaboration, cooperation, commitment to excellence and a professional ethic which ensures the work team continues to meet the department's priorities.
7. Actively participate in training and professional development activities to maintain and develop competencies to ensure that service delivery is of high quality and consistent with current trends and departmental objectives.

### ***POSITION DIMENSIONS***

Child Safety Officers report to a Team Leader (PO5) and work with Child Safety Support Officers and other service delivery staff.

### ***POSITION REQUIREMENTS***

1. [Mandatory] (a) Possession of a degree from a recognised tertiary institution in social work, human services or the behavioural sciences acceptable to the Director-General; or (b) Certification from a recognised tertiary institution of eligibility for the award of a degree in social work, human services or the behavioural sciences acceptable to the Director-General.
2. Ability to deliver services within a statutory child protection framework including a knowledge of the purpose and application of legislation and the ability to rapidly acquire thorough knowledge of the *Child Protection Act (1999)* and other relevant legislation.
3. Ability to apply a framework for practice to effectively deliver high quality intake, investigation and assessment and case management services utilising a range of intervention techniques.

4. Well developed interpersonal, oral and written communication skills including demonstrated ability to communicate effectively and sensitively with a broad range of people in a variety of settings on an individual, family, group or community basis.
5. An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.
6. Ability to self manage in a team environment, including the ability to meet deadlines and maintain records that ensure the effective delivery of services.

### **ADDITIONAL FACTORS**

- In some locations, Child Safety Officer positions may be *Specified* or *Identified*. This will be indicated in the job title and advertisement and the following additional conditions must be met:

#### ***Specified***

Applicants for a *Specified* position must nominate an Aboriginal and Torres Strait Islander person who is recognised and accepted in the Aboriginal and Torres Strait Islander community as a referee to support their ability to meet the relevant criteria.

- Applicants should nominate an Aboriginal or Torres Strait Islander referee from outside this Department.
- Applicants must not under any circumstances nominate an Aboriginal or Torres Strait Islander referee who reports to them or would report to the job being applied for.
- Applicants must not nominate an Aboriginal or Torres Strait Islander referee who has a direct involvement with the services provided by the workplace in which the vacancy exists (eg for a Child Safety Officer vacancy an applicant must not use a foster carer as their referee).

#### ***Identified***

It is a genuine occupational requirement that an *Identified* position be filled by an Aboriginal and Torres Strait Islander person as permitted by and arguable under Section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.

- This department is an equal opportunity employer. People from non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.
- Child Safety Officers are field staff and are subject to the conditions in Directive 10/07 – Field Staff. The ordinary hours of duty for Child Safety Officers are 36 ¼ hours per week.
- Child Safety Officers may be required to be on call for out of hours work.
- Child Safety Officers are appointed on probation for a period of 12 months and are required to satisfactorily complete all required training and assessment and satisfactorily meet performance standards within this period.
- Staff who move to rural and remote locations to work in the following area offices may be eligible for enhanced financial and employee support conditions under the Rural and Remote Incentive Strategy: Charleville, Cooktown, Doomadgee, Emerald, Longreach, Mt Isa, Mornington Island, Murgon, Normanton, Palm Island, Roma, Thursday Island, Weipa and Woorabinda. Financial incentives include annual bonus payments, learning and development funding and accommodation assistance.

- Intra state travel may be required of all staff. Staff who are attached to CSSC Gulf, Cape Torres and Townsville must be prepared to travel (eg, boat, plane, vehicle) to remote locations from time to time, and may be required to stay overnight or fly-in and fly-out depending on work needs at these locations, which include: Aurukun, Bamaga, Charleville, Cooktown, Cunnamulla, Doomadgee, Emerald, Kowanyama, Longreach, Mt Isa, Mornington Island, Murgon, Normanton, Palm Island, Roma, Thursday Island, Weipa and Woorabinda.
- Under the *Family Services Act 1987*, persons seeking engagement in this department are required to disclose their criminal histories (including convictions which are not recorded) and/or charges at the time of interview. A criminal conviction or charge will not automatically exclude an applicant from consideration for employment with the department.

Criminal history checks will be undertaken by the department on the preferred applicant(s).

In addition, information can be obtained from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

Any person seeking engagement with this department will be provided with a copy of the guidelines relating to the assessment of criminal histories upon request.

- The Department is genuinely committed to flexible work options so employees can balance their work and personal lifestyles. These options include: part-time employment, job sharing, working from home, study leave, purchased leave, long service leave, recreation leave, leave without pay and flexible working hours (flexi-time, time off in lieu).
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- The Department of Child Safety Code of Conduct outlines the department's expectations in relation to employees' behaviour and communication. Successful applicants will be expected to familiarise themselves with the Code of Conduct and to comply with its content.
- This role is responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (e.g. email, internet and telephone) and public resources (e.g. computers and network resources). Staff must undertake these tasks in accordance with the department's information management policies and procedures (e.g. recordkeeping, privacy, security, and email usage).
- Applications may remain current for up to twelve (12) months after initial advertisement, where identical and recurring vacancies are expected to become available.

## ***HOW TO APPLY***

To apply for the Child Safety Officer position, you will need to send to us:

- An application form
- Your response to the 2 questions in the application form -
  - Question 1. What is your understanding of the Child Safety Officer role?
  - Question 2. What attracted and motivated you to apply for the position of Child Safety Officer and what strengths do you believe you could bring to this role?

- Your resume
- Evidence of your qualifications

For further details about the application process, please refer to the application form and read the application information guide available on our recruitment website:

<http://www.childsafety.qld.gov.au/careers/cso/apply.html>

*All Applications to be forwarded to the following address:*

**Human Resources Branch  
Dept of Child Safety  
GPO Box 806  
Brisbane Q 4001**