



# Application guide and process – Child Safety Officer

1. Qualification requirements .....	2
2. Preparing your application .....	2
3. Written response.....	2
4. Submitting an application .....	3
5. Other role requirements .....	3
6. Screening and shortlisting.....	3
7. Qualifying applicant pool.....	4
8. Interview .....	4
9. Selection and appointment.....	4

## 1. Qualification requirements

Applicant qualifications are assessed according to one of two possible pathways. Both pathways require a minimum of a completed bachelor degree from an accredited Australian tertiary institution or a comparable overseas qualification and must have completed subjects that are relevant to the Child Safety Officer (CSO) role.

Academic transcripts (and an overseas qualification assessment if applicable) must be submitted with your CSO application. Transcripts must be certified.

See '[Qualification requirements](#)' for further information.

## 2. Preparing your application

To apply for the CSO role, you will need to submit:

1. Resume and contact details for at least 2 referees (including email addresses)
2. Certified copies of:
  - a. Qualification evidence
    - i. Pathway 1 - degree certificate or eQual link
    - ii. Pathway 1 & 2 - academic transcript/s or eQual link.
  - b. Australian drivers licence
  - c. Passport or another document to confirm your working rights i.e. birth certificate
3. Written response to the three questions outlined in *Section 3: Written Response* below.

A certified document is one which is stamped and signed by a Justice of the Peace, Commission of Declarations, Police Sergeant or Solicitor who has sighted the original document.

Additional documents that may be required:

- Overseas qualification assessment (required for degrees obtained outside of Australia)
- Proof of name change (if your name on your qualification is different to that on your ID).

### Licence

You must have a current drivers licence in one of the following categories:

- 'O' (open) or 'P2' (green P plate)
- 'C' or 'CA' class driver's licence

Applicants with an intrastate or international licence can attach this to their application.

## 3. Written response

Please submit a written response to the three questions below with your application.

As written communication is a key capability required of CSOs, researched and professionally written responses will be highly regarded.

Researching the CSO role prior to completing your response will also ensure you:

- understand the nature of the work and responsibilities outlined in the role profile
- are well prepared to address all components of the screening process including the psychometric testing, written response, telephone consultation, and interview.

You can find out about the CSO role by reviewing the following:

- short clips regarding 'Careers in child protection' in Queensland
- *Child Protection Act 1999* (Qld) and the statutory obligations of the CSO
- [About child protection](#)
- Child protection continuum
- [Foster and kinship care](#)
- [Aboriginal and Torres Strait Islanders](#) and the [Aboriginal and Torres Strait Islander Child Placement Principle](#).

There is a wealth of information available on the Department's website including all CSO procedures and decision-making tools. Research undertaken about the role should inform your written response to the following questions. You may also wish to consider the Department's broader commitment to recognising and addressing issues affecting Aboriginal and Torres Strait Islander peoples today.

### Question 1 (500-600 words)

What is your understanding of the role of a Child Safety Officer and the responsibility for delivering statutory child protection services?

### Question 2 (150-200 words)

What are your motivations for wanting to be a Child Safety Officer?

### Question 3 (500-600 words)

Considering the responsibilities of a Child Safety Officer outlined in the role profile, demonstrate the relevant strengths and skills you could bring to the role to:

- undertake various components of the child protection continuum, and
- work with vulnerable and often volatile clients.

Include examples and positive outcomes from your work and/or life experience.

## 4. Submitting an application

Select 'Apply now' on the [Recruitment Portal](#) and submit your application.

You will need to register with an email address and password.

## 5. Other role requirements

### Blue card

CSOs are required to have a valid [blue card](#). Due to a recent [review](#) of the blue card system, a 'No Card, No Start' policy has been implemented from 31<sup>st</sup> August 2020, meaning it is mandatory to have a blue card **before** you commence employment in a child-related role. It is recommended you [lodge an application](#) for a blue card as soon as possible to avoid any delays in commencement should you be offered a position with the department. *Please note: if you choose to apply for a blue card prior to being employed with the department, the cost of a blue card will be at your own expense.*

### Criminal history

Criminal history screening will occur if you are offered a role as a CSO.

### Travel

Depending on the Child Safety Service Centre you are applying to work in you must be prepared to travel to rural and/or remote locations (by boat, small plane or 4WD vehicle). You may also be required to stay overnight or fly-in and fly-out depending on work needs at these locations.

Remote locations include Aurukun, Bamaga, Charleville, Cooktown, Cunnamulla, Doomadgee,

Emerald, Kowanyama, Longreach, Mt Isa, Mornington Island, Normanton, Palm Island, Roma, Thursday Island, Weipa and Woorabinda, Lockhart River, Pompuraaw, Innisfail and Atherton.

Applications received for these locations will be highly regarded.

## 6. Screening and shortlisting

Applications are screened by assessing your suitability for the role using the following selection tools:

1. Qualifications (and experience for pathway 2 candidates)
2. Situational judgement test (which will be sent to you via email if you meet the qualification requirements)
3. Written response to the three questions
4. Referee checks
5. Telephone consultation.

The **situational judgement test** requires you to select how you would respond to 10 child protection scenarios. The test takes approximately 30 minutes to complete. On completion a score is generated which indicates whether or not you are likely to display behaviours required to perform in the role effectively.

**Referee checks** will be carried out to verify your work history and skills, and your approach to the capability requirements listed in the role profile. In most cases, the most appropriate referees are your present supervisor or your immediate past supervisor. If any adverse comments are made that are relevant to the role and your application, you will be given the opportunity to respond. It is recommended you discuss your application with prospective referees and ensure they have a clear understanding of the role so that they can make an informed contribution to the selection process. Referees will not be contacted without your consent.

A **telephone consultation** will occur to discuss the following: statutory obligations of the role, self-care, training, working in remote locations – benefits and positions available, nature of temporary contracts, flexible work options, pay point recommendation, referee checks.

Any contact with the Department could be used to determine your suitability for the CSO role – particularly regarding phone manner and building rapport.

## 7. Qualifying applicant pool

Following successful progression through the screening process, your application will be placed and held for up to one year in the 'qualifying applicant pool'. When a position/s becomes available at your preferred location/s your application may be referred to the Child Safety Service Centre for their consideration.

The CSO role is a sought-after position making some locations highly competitive. If you are experiencing delays in being considered for an interview, you may like to contact us to expand your chosen location preferences. Positions can be more frequently available in regional and remote locations which may also come with additional financial incentives such as subsidised accommodation and/or leave entitlements.

## 8. Interview

When a vacancy arises in a location you have selected, you may be invited to attend an interview. Interviews provide you with the opportunity to demonstrate your strengths and attributes relevant to the CSO role and the service centre team for which you are being considered.

Interviews may vary in format however generally there will be an interview panel consisting of a minimum of two people, and the interview will be approximately 45-60 minutes duration.

You will not be expected to know internal policies or processes. However, you will be expected to demonstrate your thought processes and rationale for decision-making and that you have researched and understand the work of a CSO.

It is recommended that you:

- prepare your responses beforehand taking into consideration your approach to social work in a child protection setting
- be prepared to answer:
  - structured questions
  - scenario questions
  - questions relating to the location / geographical area
- revisit the resources you researched to complete your written application (detailed in *Section 3: Written Response*).

## 9. Selection and appointment

### Successful

If you are offered employment with the department, you will be advised verbally and in writing. The letter of offer will provide information about the position title, region/branch location, salary, commencement date and end date (if applicable).

Conditions of employment such as the commencing pay point, and relocation allowances may be negotiated with the hiring manager. Remote and regional incentive payments apply to select locations.

For permanent appointments, you will be required to sign and return an attached acceptance form relating to the position and associated probation period.

### Unsuccessful

If you are unsuccessful for a specific vacancy, you will be advised verbally and/or in writing.

The panel may recommend that you continue to be considered for future vacancies and your application may return to the qualifying applicant pool.

### Feedback

Feedback is available to you upon request at any stage of the screening process.

If you are unsuccessful at interview, feedback will be provided by the panel from the Child Safety Service Centre.

If you are unsuccessful at any other stage of the process feedback will be provided by the Department's CSO Recruitment team.