Role profile

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | Child Safety Officer | | |
| **Classification** | PO2 | **Salary range** | $65,035 - $82,525 per annum + super |
| **Business unit & Service area** | Child Safety Service Centres | **Reports to** | Senior Team Leader |
| **Location** | Various locations across Queensland | | |
| **Status & employment type** | Full-time and part-time | **Job duration** | Temporary and permanent |
| **Closing date** | Continuous applicant pool (applications accepted at any time) | **Contact details** | Child Safety Officer Recruitment Team  07 3097 5363 or 1800 089 515 [recruitment@cyjma.qld.gov.au](mailto:recruitment@cyjma.qld.gov.au) |
| **Mandatory qualification**  **requirements** | [Child Safety Officer Qualification requirements](https://www.csyw.qld.gov.au/resources/dcsyw/about-us/careers/child-safety/qualifications.pdf) – this provides assessment pathways and details of mandatory qualification requirements. | | |
| **Other mandatory requirements** | Drivers Licence - The possession an Australian “O” (open) or “P2” (provisional green P plate) and “C” or “CA” class driver’s licence. | | |

Are you interested **in an opportunity to:**

* work for an employer that helps vulnerable people within our community?
* be part of an inclusive and diverse workforce that places a high value on cultural capability?
* be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment?

Do you have a commitment to:

* work with Aboriginal and Torres Strait Islander peoples?
* understand Aboriginal and Torres Strait Islander peoples and cultures?
* recognise issues affecting Aboriginal and Torres Strait Islander peoples today?
* communicate respectfully?

Department of Children, Youth Justice and Multicultural Affairs

In the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) you will have the opportunity to work together with people, partners and places to support children, young people and families to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department to resolve complex issues and change life trajectories. [Our website](http://www.csyw.qld.gov.au/) contains further information on our department and what we do: <https://www.cyjma.qld.gov.au/>.

About Child Safety

Child protection in Queensland is undergoing a significant reform to ensure that children and young people are cared for, protected and safe.

The Supporting Families Changing Futures reform plan focuses on delivering the right services at the right time to support families and keep children safely at home. This means working in partnership with peak bodies, service providers and communities to deliver the best outcomes for all Queensland children and their families.

As part of the reform process, a framework for practice has been developed, one that will build on existing skills of engaging with families so they can participate more meaningfully in the child protection process, including developing stronger collaborative assessment, case planning and safety planning processes. The framework for practice will also bring a practice of inquiry to help address over-representation of Aboriginal and Torres Strait Islander children and their families.

Your contribution and work locations

Child Safety Officers are responsible for delivering statutory child protection services including assessment, intervention, casework and case management in accordance with legislation and practice guidelines.

Child Safety Officers work in teams (often multi-disciplinary) based in Child Safety Service Centres covering specific geographical areas in various locations across Queensland.

The table below shows CSO work locations across Queensland. Highlighted locations indicate where applications are in demand and selecting these location preferences may result in your application being accelerated.

Where an asterisk appears against a location, this indicates that CSOs engaged at these locations are eligible for annual [incentive](https://www.cyjma.qld.gov.au/about-us/careers/benefits-working-us/remote-regional-incentives) payments in addition to the usual salary entitlements. Please refer to the ‘other important information’ section of this role profile for further details.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Far North Queensland Region | North Queensland Region | Sunshine Coast and Central Region | South West Region | Brisbane and Moreton Bay Region | South East Region |
| \*Atherton | \*Bowen | Bundaberg | \*Charleville | Alderley | Bayside |
| \*Cairns | \*Mackay | Caloundra | Ipswich | Caboolture | Beaudesert |
| \*Cooktown | \*Mount Isa | \*Emerald | \*Roma | Cannon Hill | Beenleigh |
| \*Edmonton | Townsville | \*Gladstone | \*South Burnett (Kingaroy) | Chermside | Browns Plains |
| \*Innisfail |  | Gympie | Springfield | Forest Lake | Labrador |
| \*Thursday Island |  | Hervey Bay | Toowoomba | Inala | Logan |
| \*Weipa |  | Maroochydore |  | Morayfield | Mermaid Beach |
|  |  | \*Maryborough |  | Mount Gravatt | Nerang |
|  |  | \*Rockhampton |  | Pine Rivers (Strathpine) |  |
|  |  |  |  | Redcliffe |  |

Key responsibilities

* Deliver accountable and collaborative integrated child protection services that respect the culture and context of each child, young person, family and community in accordance with departmental policies and procedures, statutory responsibilities, and the child protection practice framework.
* As part of a multi-disciplinary team (which may include representation from other agencies), undertake high quality strengths-based child protection practice including assessment, intervention, casework and case management.
* Participate and contribute productively as a team member to form culturally appropriate, professional working relationships with colleagues, stakeholders, including children, young people and families, Non-Government Organisations (NGOs), and other service providers.
* Foster a culture and philosophy of quality frontline service delivery based on collaboration, cooperation, commitment to excellence and professional ethics.
* Maintain quality case records in accordance with departmental case management requirements.
* Participate and contribute to a culture of continuous learning, training and professional development, to ensure practice knowledge and skills are contemporary and evidence-based.
* Draw on demonstrated provisional expertise in one or more disciplinary areas in order to undertake more complex and/or demanding workloads and/or provide coaching, advice and support to less experienced Child Safety Officers (when appropriate).

Delegations

Child Safety Officers have a range of statutory delegations and are authorised officers under the *Child Protection Act 1999* including the *Child Protection Reform Amendment Act 2017*.

Is this role for you? Please consider the following capability requirements.

To be successful in this role you will be required to demonstrate capability in the following areas:

* Technical/role specific: You work within the Framework for Practice (values, principles, practice tools, processes and core skills) providing a lens through which to view and guide professional practice within a multidisciplinary team environment. You understand the theoretical perspectives that relate to child protection practice, including the impacts of historical and contemporary policy and practices upon Aboriginal and Torres Strait Islander peoples.
* Supports strategic direction: You understand the organisational goals and recognise how your role contributes to the child protection reform agenda.
* Achieves results: You use your investigative and analytical skills to ensure that quality casework decisions are made and based on sound evidence, particularly when there are competing opinions, rights and emotions.
* Supports productive working relationships: You build and sustain positive relationships and work collaboratively with stakeholders to deliver integrated services for children, young people, their families and the community. You are an effective team member and have a good sense of the qualities you bring to the team.
* Displays personal drive and integrity: You are able to exercise professional judgement and take personal responsibility for delivering quality outcomes while maintaining professional practice and behaviour in a challenging and complex environment.
* Communicates with influence: You confidently present complex information and concepts clearly, succinctly and sensitively, both orally and in writing particularly when faced with challenging circumstances.

Equal employment opportunities

We are an equal employment opportunity employer and value a diverse workforce. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Want to apply?

1. Apply online with your written response and upload mandatory documents via the [Recruitment Portal](https://smartjobs.qld.gov.au/jobtools/JnCustomLogin.Login?in_organid=15469). Refer to the [Child Safety Officer Applicant Guide](https://www.csyw.qld.gov.au/resources/dcsyw/about-us/careers/child-safety/applicant-guide.pdf).
2. Written - Provide your response to these questions on the application form

* Q1 What is your understanding of the role of a Child Safety Officer and the responsibility for delivering statutory child protection services? [400-600 words]
* Q2 What are your motivations for wanting to be a Child Safety Officer? [50-200 words]
* Q3 Considering the responsibilities of a Child Safety Officer, what relevant strengths and skills could you bring to the role? [400-600 words]

Mandatory Documents

* Resume and minimum of 2 referees including email addresses.
* Verification of qualification - [Child Safety Officer Qualification requirements](https://www.csyw.qld.gov.au/resources/dcsyw/about-us/careers/child-safety/qualifications.pdf) provides detail for assessment pathways.

Pathway 1 - certified degree certificate or eQual link

Pathway 1 & 2 - certified transcript/s or eQual link

* Certified Australian Drivers licence
* Certified Passport or another document to confirm your working rights

Additional Documents (where applicable)

* Overseas qualification assessment (Certified) – degrees obtained outside Australia
* Proof of name change (Certified) – if your name on your qualification is different to that on your ID
* Blue card - It is mandatory to have a blue card **before** you commence employment in a child-related role. It is recommended you [lodge an application](https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications) 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.

*IMPORTANT Certified documents - where ‘certified’ documents are requested a licenced Justice of the Peace (JP), Commission of Declarations, Queensland Police Officer or Solicitor is required to sight original document/s, and will stamp a copy of the document to confirm it is a true copy of the original. The certified copy is to be scanned and uploaded with your application.*

Other important information

* Child Safety Officers are employed under the Queensland Public Service Officers and Other Employees Award – State 2015 (the Award).
* An applicant who is appointed to this position may, at the discretion of the department, be offered and appointed to any paypoint within the salary classification level (PO2) based on recognition of skills, knowledge and abilities.
* Upon reaching paypoint 4 of the PO2 salary level, Child Safety Officers become eligible to apply to progress to the PO3 salary level in accordance with departmental policy and relevant Award provisions.
* All Child Safety Officers must complete mandatory training modules within set timeframes in accordance with departmental policy.
* All Child Safety Officers must conduct themselves in accordance with the Code of Conduct for the Queensland Public Service.
* External applicants will be required to provide evidence of qualification, academic transcripts and Driving Licence.
* Child Safety Officers working in an eligible regional or remote location can attract additional entitlements beyond their base salary. Such benefits may include: subsidised accommodation, location allowances, additional annual leave, and financial incentive payments of up to $10,000 per annum. Further information about incentive available to Child Safety Officers in regional and remote locations is available in the ‘[Careers](https://www.cyjma.qld.gov.au/about-us/careers/benefits-working-us/remote-regional-incentives)’ section of the departmental website.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service.
* Successful applicants will be subject to blue card screening for roles that work with children.
* Successful applicants will be required to disclose any previous serious disciplinary action within the Queensland Public Sector.
* Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia for the period of the vacancy.
* Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
* Intra State travel maybe required from time to time and staff must be prepared to travel (e.g. boat, plane, or vehicle) to regional and remote locations.

JD/JEMS No.: Jd\_3590

Date of Review: 16/06/16