Child Safety Officer (PO3), Child Safety Service Centres

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| Type of vacancy: | Permanent Full-Time and Part-Time available | Location: | Various locations across Queensland |
| Contact person: | Central Recruitment Team  07 3097 5300  [recruitment@cyjma.qld.gov.au](mailto:recruitment@cyjma.qld.gov.au) | Closing date: | Continuous applicant pool (applications accepted at any time) closing Wednesday, 5th February 2025 |
| Job reference: | QLD/542869/24 | Annual salary: | $94,552 to $103,029 |

The Department of Child Safety, Seniors and Disability Services is collaboratively paving the way to creating a brighter future for Queensland's most vulnerable children and families. Join us as we support families from all walks of life and from all corners of the state, uplifting the lives of those who need it the most.

It’s vital that our team are as diverse as the communities we serve.

We are an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander peoples, people with disability, people from culturally diverse backgrounds, members of the LGBTIQ+ community, and women.

Our **department** supports children, young people, seniors and people with disability to be safe and to thrive within families, community and culture.

Our **vision** is Queensland’s children, young people, families, seniors, carers and people with disability to be safe, empowered in their communities and thrive socially and economically.

Our **priorities** are:

* **Enabling** the safety, belonging and wellbeing of children, young people, seniors and people with disability, especially accessing care, and enabling their voices to be heard and to contribute to their community.
* **Implementing**, influencing and investing in policies, programs and services that support and empower Queenslanders from diverse backgrounds to build community connectedness.
* **Valuing**, supporting and continually improving the safety, wellbeing and capability of our people.

For more information about the department’s functions, focus and purpose, please visit our website

[dcssds.qld.gov.au](https://www.dcssds.qld.gov.au/) or visit our Facebook, Twitter and LinkedIn pages.

**About Child and Family Services**

Why join the team at Child and Family Services?

*Do work that truly matters. You'll feel it always.*

The work you'll do here can change the trajectory of young lives for good. There'll be times when you'll be a voice for children who have none. We know that’s a big responsibility. But we also see it as a privilege - to walk alongside children and families, to keep them safe, and to help build the better futures they deserve.

*Gain deep experience, incredible personal growth and skills for a lifelong career.*

People here often say no two days are the same. This work can be fast-paced and complex, and there's always more to learn. You'll be tested personally and professionally, and your personal and professional growth will be greater than you ever thought possible. So, whether you continue a purposeful career here, or decide to change course, you'll be equipped with an incredible skill set that will set you up for life.

*Be part of a team that lifts you up and keeps you strong.*

It takes guts and heart to care this much. And our people really do - for every child, and every family and their teammates too. You'll never make a decision alone here and your teammates will share their knowledge, encouragement and kindness - especially when the chips are down. Our people say you'll never be far away from a smile, a laugh or “a coffee on me”.

**Your contribution**

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 throughout Queensland.

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 have knowledge and understanding of and/or experience in assessment and casework intervention with individuals and families who have complex needs and 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.

**Key responsibilities**

The Child Safety Officer key responsibilities are:

* Deliver accountable and collaborative integrated child protection services for complex cases 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 complex 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 high 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.
* Contribute to continuous quality improvement strategies.
* Draw on professional practice experience in relevant child protection fields to provide coaching and mentoring to new and less experienced Child Safety Officers, to develop their skills and knowledge.
* It is a requirement of all employees to maintain cultural capability, commit to self-directed learning regarding Aboriginal and Torres Strait Islander cultures, and to contribute to a culturally safe and inclusive workplace.

**Mandatory requirements**

* Child Safety Officers must hold a relevant qualification from an accredited Australian tertiary institution, or a comparable overseas qualification. There are 2 qualification pathways [Qualifications - CSO careers (cyjma.qld.gov.au)](https://www.cyjma.qld.gov.au/campaign/cso-careers/cso-roles/qualifications)
* Travel is a requirement of this position; therefore, it is a requirement that the applicant hold a current “C” Class Drivers licence.
* Successful applicants for permanent roles who are not already tenured Public Service Officers will be required to agree to a 12-month probationary period prior to commencing employment. Permanent appointment will be confirmed upon successful completion of probation in accordance with departmental policy.
* 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*.

**How you’ll be assessed**

The department is seeking to identify the most suitable person for this position. We will consider your demonstrated knowledge, skills and experience relevant to the key responsibilities of the position (outlined above), along with your demonstrated personal attributes, and your potential contributions to the department’s equity and diversity objectives.

Our selection panel consider this position to be an **individual contributor**, within the [Queensland Public Service Leadership competencies for Queensland](http://www.forgov.qld.gov.au/leadership-competencies-queensland) (LCQ) framework and will be looking for demonstrated capability within in your application.

**Interested in applying?**

**Apply online** with your mandatory documents via the [Recruitment Portal](https://www.cyjma.qld.gov.au/campaign/cso-careers). Refer to the [Child Safety Officer application process](https://www.cyjma.qld.gov.au/campaign/cso-careers/cso-roles/application-process).

**Mandatory Documents**

* Resume and minimum of 2 referees including email addresses.
* Verification of qualification - [Child Safety Officer Qualification requirements](https://www.cyjma.qld.gov.au/campaign/cso-careers/cso-roles/qualifications) provides detail for assessment pathways.

Pathway 1 - certified degree certificate or eQual link

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

* Drivers licence
* Passport or another document to confirm your working rights
* Overseas qualification assessment (Certified)
* 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.

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

Hand delivered applications will not be accepted.

See tips on [how to write a resume and cover letter](https://www.qld.gov.au/jobs/finding/pages/resume.html)

If you experience any technical difficulties on [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68). Hand delivered applications will not be accepted.

**Conditions and benefits**

Employment conditions are set out in the *Public Sector Act 2022* and Public Sector Commission Directives.