

Senior Advisor, Engagement (Identified)

Detention Services Inspection Unit

Classification	AO6	Job ad reference	OMB 08/24
Status	Permanent	Closing date	10 July 2024
Location	Brisbane	Contact	Chloe Palframan (07) 3035 4104 jobs@ombudsman.qld.gov.au
Salary	\$4,373.81 - \$4,671.36		
Annual remuneration	\$114,109 - \$121,871 (plus employer superannuation and leave loading)		
		Apply online	www.smartjobs.qld.gov.au

Vision

Fair and accountable public administration in Queensland.

About us

The Office of the Queensland Ombudsman is an independent integrity agency established under the *Ombudsman Act 2001*.

Our functions include:

- under the Ombudsman Act, investigating complaints about Queensland government agencies, and improving the quality of public administration
- under the *Inspection of Detention Services Act 2022*, inspecting and reporting on detention services
- under the *Public Interest Disclosure Act 2010*, overseeing public interest disclosures.

We are committed to ensuring our workforce is reflective of the diverse communities we serve and providing a culturally sensitive, safe, and welcoming environment to Aboriginal and Torres Strait Islander peoples.

More information: www.ombudsman.qld.gov.au.

Your opportunity - about the role

The Senior Advisor, Engagement is an important role that functions as an expert guide who supports the Principal Advisor, Engagement in providing advice to ensure inspections and reviews have regard to the cultural background and vulnerability of detainees.

Mandatory Requirements

It is a genuine occupational requirement that this position be filled by an Aboriginal or Torres Strait Islander person.

You will assist in the sensitive communication with adult and child detainees and others from diverse cultural backgrounds, including Aboriginal and Torres Strait Islander peoples. This will also include engagement with community stakeholders such as Elders and Community Justice Groups.

Working relationships

This position reports to the Principal Advisor, Engagement.

Interested in applying?

Apply online at www.smartjobs.qld.gov.au by providing:

- A **one-page cover letter** summarising your experience engaging with Aboriginal and Torres Strait Islander peoples, communities, and stakeholders, as well as children that aligns to the 'key responsibilities'.
- A **current resume** (no more than five pages) including the names and contact details of two (2) referees with a thorough knowledge of your competencies for this role. One of the referees should be an Aboriginal and/or Torres Strait Islander person who can attest to your background, knowledge, skills and experience as they relate to the [cultural capabilities](#).

Refer to the **Guidelines for applicants** for further information about applying for this role.

We value inclusion and diversity in the workplace. We respect the skills and insights of people diverse in gender, culture, age, life stage, sexual orientation and disability. We acknowledge our role in protecting and promoting human rights. Recruitment decisions are made in a way that protects these rights.

How you will add value - key responsibilities

You will:

- Assist in the development of strategies to ensure the inspections and reviews of detention services have regard to the cultural background and vulnerability of detainees and their families.
- Support the conduct inspections and review of detention services by contributing to planning, fieldwork and reporting; and assist in the arrangement for suitable persons to help detainees to communicate their view or wishes.
- Support and help maintain effective relationships with individuals and groups who may assist the Inspector to engage with adult and child detainees who:
 - identify as an Aboriginal persons or Torres Strait Islander or another cultural background;
 - have vulnerabilities, such as disability, language barriers and previous experience of trauma and abuse.
- Provide support to the Principal Advisor, Engagement, to consult and engage stakeholders who can contribute to improvement of detention services. For example, detainees, family and friends of detainees, and community organisations.
- Build networks with Aboriginal and Torres Strait Islander peoples organisations and stakeholder groups across Queensland to establish effective engagement and support effective participation in inspections and reviews.
- Represent the Inspector and the work unit at engagement events or forums as required.
- Assist in the preparation of correspondence, briefs, reports and submissions relevant to detention services.

- Work independently as well as be a constructive and positive member of a small team.
- Liaise with relevant external agency personnel associated with inspections and reviews.
- Apply business management skills to assess and mitigate risks, analyse performance data and trends and initiate improvements.

You will be expected to:

- work collaboratively with other team members, participate in meetings and training programs, and actively monitor, review and assist with improvements to policy, procedure, process and administrative practice across the OQO and stakeholder agencies
- provide support and guidance for a culturally inclusive and safe workplace, ensuring cultural identity and perspectives are valued
- adhere to the OQO Code of Conduct and values; workplace health and safety legislation; confidentiality policies; all other relevant policies, directives and legislation
- meet personal performance expectations and standards
- undertake other duties as directed by relevant senior officers.

As part of this role, you will be required to visit youth detention centres, prisons and watch-houses. You may be subject to security procedures on entry.



Are you the right person for the job?

Appointments to the OQO are based on merit. We will assess your merit for this role by looking at what you have done previously – the knowledge, ability, skill and experience you have built, your potential for development and how this will benefit the OQO.

Within the context of this role, the ideal applicant will be someone who demonstrates:

Vision*: Understands how the organisation's role and purpose relates to their own work and the work of the team. Plans and manages projects, demonstrates flexibility, insight and judgement in decision-making, remains composed under pressure working to tight deadlines and records clear reasons for decisions.

Results*: Listens to understand what is needed and communicates effectively, taking account of the needs of different stakeholders. Achieves timely results through effective project and time management skills and displays persistence and professional conduct.

Accountability*: Is experienced in working with legislative and policy frameworks. Demonstrates a commitment to improving performance through feedback and learning. Able to work across teams.

Technical expertise:

- Ability to work effectively with Aboriginal and Torres Strait Islander peoples (including detainees and their families) and have a clear understanding of contemporary Aboriginal and Torres Strait Islander culture.
- An understanding of the issues affecting Aboriginal and Torres Strait Islander peoples, and the spiritual connection to country, customs and values.
- Ability to sensitively communicate with individuals from diverse cultural backgrounds.

(* from Leadership Competencies for Queensland - see <https://www.forgov.qld.gov.au/leadership-competencies-queensland>)

Identified role

This position is designated as Indigenous Identified. Under section 25 of the [Anti-Discrimination Act 1991 \(QLD\)](#), it is a genuine occupational requirement for the incumbent to be an Aboriginal or Torres Strait Islander person. An Aboriginal or Torres Strait Islander person is one who:

- identifies as an Aboriginal and/or Torres Strait Islander person, and either
- is of Aboriginal and/or Torres Strait Islander descent; or
- is accepted as an Aboriginal and/or Torres Strait Islander by the Aboriginal and/or Torres Strait Islander community in which he or she lives.

Verification

A person who is not an Aboriginal or Torres Strait Islander cannot be employed (on any basis) to perform the duties of an Aboriginal or Torres Strait Islander identified role.

Applicants to this position may have to provide confirmation of their Aboriginal or Torres Strait Islander heritage. Requesting proof of Aboriginal or Torres Strait Islander heritage from applicants helps to make sure that this intention is honoured. This may include a signed statutory declaration by the person as outlined in this [Evidence of Attribute – Aboriginal and/or Torres Strait Islander Identified Roles](#).

Qualifications and experience

There are no mandatory qualifications for this role.

Given the nature of this role, some experience of the criminal justice system would be beneficial.

Citizenship/visa

To be appointed to a position, an applicant must be an Australian citizen or a person who resides in Australia and has permission under a Commonwealth law, to work in Australia. (You must provide proof that you can legally work in Australia).

Travel

Travel throughout Queensland (including regional and remote areas), for a number of days at a time, may be required.

Working hours

Work may be required to be undertaken outside normal working hours, e.g. weekend and night time.

Driver's licence

A driver's licence is required. See *Guidelines for applicants* for details

Additional information

Employment screening checks will be conducted for preferred applicant(s). The recommended applicant is required to disclose any serious disciplinary action taken against them in public sector employment.

Pre-employment screening may include:

- a criminal history check (a criminal conviction or charge will not automatically exclude an applicant from consideration for appointment);
- checking of information provided in support of the application (including employment history, qualifications and professional memberships);
- referee checking of work behaviour and performance (including seeking the referee's knowledge about past performance assessments and past serious disciplinary action).

Applicants who have been paid an early retirement, redundancy, or retrenchment severance benefit or voluntary medical retirement severance from a Queensland Government entity within the applicable periods are required to indicate this in the application form.

Probationary periods may apply.

All applications will be treated in confidence. Applications will remain current for a period of 12 months and may be considered for other vacancies, including an alternative employment basis (temporary, full time or part time).

In line with the whole-of-government policy on disclosure of previous employment as a lobbyist, all newly appointed employees must disclose any employment as a lobbyist in the previous two years. This must be done within one month of commencement.

Applicants are advised that the work of the role may expose employees to people who, display unreasonable behaviour, including angry or abusive behaviour. The Office has policies and programs for managing work, health and safety.

Refer to the [Guidelines for applicants](#) for further details about the application process and information on submitting an application, the selection process and employment conditions.