

Role description for Community Visitor

Branch	Office of the Public Guardian	Division	Justice Services	Unit	
Location		Closing date:	Day / date / month / year	Vacancy ref	QLD/
Classification	COMVIS	Salary per fortnight	\$45.84 per hour		
Type of vacancy	Casual Hours will be negotiated with the successful applicant (Refer to Applicant Information Package)				
Contact Name	First name Surname	Title	Position title	Telephone	

The Department of Justice and Attorney-General

Our vision: A fair, safe and just Queensland

Our purpose: To contribute to a fair and just society and safe and healthy communities

Our objectives: Building safe, caring and connected communities by ensuring an accessible and effective justice system; encouraging safer and inclusive communities; and building regions

Our workplace: Delivering quality frontline services by providing responsive and integrated government services; and supporting disadvantaged Queenslanders.

Our values: Our values underpin everything we do and are the building blocks for our workplace culture. They guide our behaviour and decision making and support us in being a high performing, impartial and productive workplace that puts the people of Queensland first.

About the Office of the Public Guardian

The purpose of OPG is to advocate for the human rights of our clients.

- For **our adult clients**, this means advocating for their rights, access to services, independence and choice as part of a supported decision-making model.
- For **our children and young people clients**, this means advocating for their rights, access to services and where appropriate, their independence and choice.
- **Advocacy** means understanding the lives and views of our clients with the aim of promoting and protecting their human rights. Advocacy can mean working to prevent or address discrimination, abuse or neglect. Advocacy does not mean taking over a client's life or problems. Advocacy does not mean taking over the roles and responsibilities of other government agencies or service providers.

About the Role

The Visiting Program is administered by the Public Guardian and operates to protect the rights of adults with impaired decision-making capacity and vulnerable children, to promote their rights, interests and wellbeing.

Community Visitors carry out the legislative roles and functions as outlined in the Public Guardian Act 2014.

Key Responsibilities

- Demonstrate comprehensive knowledge of relevant legislative and regulatory instruments including the *Public Guardian Act 2014* which establishes the standards for delivery of services to people with



impaired decision-making capacity who reside at visitable sites and children and young people in out-of-home care.

- Conduct regular visits and make robust and probative inquiries into the standard and adequacy of services being provided to vulnerable persons (adults, children and young people) at visitable locations in accordance with functions outlined in the *Public Guardian Act 2014* and the policies and procedures of the Office of the Public Guardian.
- Ensure all vulnerable people are provided with information regarding their rights.
- Attend and actively participate in all relevant training, team meetings, supervision sessions, and professional development opportunities afforded by the Office of the Public Guardian.

Adult visiting

- Build effective networks and relationships at visitable sites to facilitate the identification and resolution of matters of concern or complaint by consumers, staff or other interested parties and facilitate the local resolution of concerns or complaints with service providers, through the use of conflict resolution and negotiation skills.
- Prepare written reports for service providers which include:
 - concerns, complaints or allegations made by consumers, staff or other interested parties;
 - results of any other inquiries made by the Community Visitor; and
 - action taken to resolve concerns, complaints or allegations.
- Escalate issues which involve risk to the rights, interests or well-being of consumers, which cannot be resolved locally, and assist with building a strategy for further investigation or resolution by a responsible or external agency.

Children and young person visiting

- Visit or contact children and young people in out-of-home care in accordance with the functions outlined in the *Public Guardian Act 2014*, and the policies and procedures of the Office of the Public Guardian. In particular:
 - develop trusting and supportive relationships with children and young people to be visited
 - inquire into and report on the physical and emotional wellbeing of children and young people and the adequacy of information given to them about their rights
 - identify issues of concern relevant to children and young people and advocate on their behalf to seek to resolve those issues in consultation with the Regional Visiting Managers and other internal and/or external stakeholders
 - escalate issues which involve risk to the rights, interests or well-being of children and young people, which cannot be resolved locally, and assist with building a strategy for further investigation or resolution by the responsible agency
 - for visitable sites and visitable homes, inspect the premises for the appropriateness of the accommodation and services provided to the child and young person and ensure that the child's and young person's needs are being met by the carers or the staff.

How you will be assessed

Appointments in the public service are based on merit. We'll assess your merit for this role by looking at what you've done previously—the knowledge, skills and experience you've built, your potential for development, and your personal qualities.

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

1. **Role-specific skills** – Demonstrated high level interpersonal and communication skills including report writing and dispute resolution, and sound information technology literacy and skills.
2. **Supports strategic direction** – Demonstrated ability to understand and support the objectives of the Visiting Program, as underpinned by the *Public Guardian Act 2014*, to protect the rights and interests of vulnerable people including adults with impaired capacity and children and young people in out-of-home care. This includes identifying issues that impact these vulnerable people, including advocating and resolving concerns appropriately and professionally within legislative and policy frameworks.
3. **Supports productive working relationships** – Demonstrated experience building and sustaining positive working relationships with colleagues and stakeholders, including managing potential conflicts professionally and respectfully.
4. **Displays personal drive and integrity** – Demonstrated ability to act professionally by complying with organisational processes and policy and taking personal responsibility for accurate and timely completion of work and escalation of appropriate matters.

* These attributes are based on the Queensland Public Service ([QPS](#)) [Capability and Leadership Framework](#) and have been tailored for this department

Career Development

At the Office of the Public Guardian (OPG) we are committed to investing in our staff and working with them to develop their careers. We encourage our staff to take responsibility for their learning and professional development.

Our managers play an important role in supporting their teams to take advantage of the formal training and on-the-job opportunities within OPG. As our staff progress through their careers, we offer a range of learning opportunities to support the development of their technical expertise, their interpersonal skills, management and leadership capability.

Mandatory Qualifications, Conditions and Requirements

No formal qualifications are required for the position of Community Visitor. The nature of the work requires that the applicant have a strong commitment to protecting the rights and interests of the most vulnerable members of our community, as well as the skills and knowledge outlined in the key attributes of the position.

A Community Visitor's appointment is subject to the provisions of the *Public Guardian Act 2014*. A Community Visitor is not appointed under the *Public Service Act 2008*. A Community Visitor is appointed on a casual basis during the term of their appointment and must perform their duties at such times and on such days as are designated in their schedule of visits or as otherwise approved by the Office of the Public Guardian. From time to time a Community Visitor may be required to perform other duties as reasonably directed by the Public Guardian.

As a casual employee, the Public Guardian is not obliged to allocate visits or any other work to a Community Visitor during the term of appointment. The quantity, type and frequency of work allocated will depend upon the varying operational needs of the Office of Public Guardian. The allocation of visits and work is therefore subject to the operational needs of the Office of the Public Guardian from time to time.

Applicants being considered for engagement in this role will be required to provide consent to and undergo employment screening under the blue card system. Applicants must meet employment screening

arrangements to be eligible for appointment. Possession of a Blue Card or positive exemption card at all times is a mandatory requirement for this role.

Successful applicants must possess a current C class driver's license. An allowance is paid for usage of a private motor vehicle for work related travel. It is a requirement of the position that Community Visitors have a roadworthy motor vehicle which is registered in the State of Queensland, has Compulsory Third Party (CTP) insurance.

(Please see attached Terms and Conditions for more detailed information)

Interested in applying?

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under '**How you will be assessed**'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application

Email documents to humanresources@publicguardian.qld.gov.au.

Hand delivered applications will not be accepted.

We are a child and vulnerable person safe organisation

The Office of the Public Guardian is committed to the safety of children and vulnerable people. We have zero tolerance of abuse of children and vulnerable people, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We are committed to promoting cultural safety for children and vulnerable people from culturally and/or linguistically diverse backgrounds, including those of Aboriginal and Torres Strait Islander descent, and to providing a safe environment for those with a disability.

Additional Information

Applications to remain current for 12 months.

The incumbent may be required to work hours outside the normal work hours.

A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

If this role involves child-related duties as defined under section 156 of the *Public Service Act 2008*. Prior to commencing employment, the recommended applicant will be required to obtain a Blue Card if one is not already held.

Other checks will include, but are not limited to:

- Applicants must provide proof of Australian citizenship or permanent residency to be eligible for permanent appointment to the Queensland Public Service.
- Applicants must provide proof that they can legally work in Australia for temporary appointments.
- Discipline history disclosure check will be undertaken for all Queensland Public Service employees. External applicants may be required to disclose particulars of any previous serious disciplinary action taken against them in accordance with section 179A of the *Public Service Act 2008*.

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

Further information about the department is available from our [website](#).

A minimum probation period of 3 months may apply.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the **Applicant Information Package** for further information about which union covers the Department of Justice and Attorney-General.