



<p>Job advertisement reference QLD/689820/26</p>
<p>Role type Temporary for 12 months with a possibility of extension Flexible full-time</p>
<p>Classification AO4</p>
<p>Salary \$90,868 to \$99,582 per annum <i>Plus leave loading and 12.75% employer superannuation contribution</i></p>
<p>Location 8 Black Hawk Boulevard, Thuringowa Central QLD</p>
<p>Contact Lana La Fauci, Director, Community, Visiting and Advocacy (North) 0437 516 341</p>
<p>Closing date Tuesday, 9th June 2026</p>
<p>Our workplace The Office of the Public Guardian (OPG) is an independent statutory office established to protect the rights and interests of adults with impaired decision-making capacity, and children and young people in the child protection system and other visitable sites. Join us as we protect, support, advocate, educate and empower, to build a Queensland where our most vulnerable community members can live with dignity.</p>

Executive Assistant

Community Visiting and Advocacy (North)

The Executive Assistant role supports the Director, Community Visiting and Advocacy in the execution of their responsibilities by providing efficient, and professional executive/secretarial and administrative support.

Your key responsibilities

- Ensure the coordination and management of the Director, Community Visiting and Advocacy (CVA) office is undertaken in a proactive and flexible manner. Activities may include:
 - Process incoming and outgoing correspondence including allocating, proof reading and tracking the status to ensure high quality, timely responses are prepared and disseminated
 - Perform complex administrative activities which may be highly confidential and sensitive, for the Director.
 - Successfully maintain the diary of the Director by liaising with personnel to organise appointments/meetings, ensuring all relevant documentation is arranged prior to the appointment.
- Provides administrative support to the Community Visiting and Advocacy Management Team.
- Maintain an effective bring up system to ensure performance standards and deadlines are met.
- Provide research, advice and assistance using information systems on a range of administrative, procurement, human resources, records management, and correspondence policies and processes.
- Ensures compliance with relevant human resource, financial management and other standards, policies and legislation relevant to the operations of CVA.
- Undertake project management activities in accordance with project management methodologies including developing project plans, risk registers, stakeholder engagement and communication plans. Composes routine correspondence and memoranda and prepares reports using knowledge of work area instructions and guidelines
- Book travel arrangements for staff based across North Queensland using the Corporate Travel Management System
- Undertake administrative support for the Townsville and Cairns offices in partnership with the Guardianship Administration Officers (e.g. Workplace, Health and Safety matters), facilities matters and stationary ordering.

Technical skills, abilities and cultural capability

- Performs well with frequent interruptions and/or distractions
- Completes workload within established timeframes and adjusts priorities quickly as circumstances dictate.
- Sets priorities that accurately reflect the relative importance of job and responsibilities.
- Speaks effectively with persons of various social, cultural, economic and educational backgrounds.
- Contributes to workplace equity, diversity, respect and inclusion that enriches our culture of respect and inclusion.
- Establishes and maintains co-operative working relationships with co-workers and the public.
- Systematically arranges information into groups or categories according to established criteria.
- Organises material, information and/or people in a systematic way to optimise efficiency and minimise duplication of effort.

Leadership stream — we lead ourselves or we lead others

We are all leaders in the Queensland public sector, across all roles and classification levels. We apply the [Leadership Competencies for Queensland \(LCQ\)](#) framework to outline the expected behaviours and competencies in the workplace for all roles. This role has been identified as an Individual Contributor.

Working relationships

This role interacts with internal stakeholders across the entire department and external government entities.

Reports to: Director, Community Visiting and Advocacy

Direct reports: Not applicable

Collaborates with: Community Visiting and Advocacy staff including Community Visitors and Regional Visiting Managers, internal OPG partners including counterparts in Guardianship, Legal Services and Investigations and Corporate and Strategic Services business units, external stakeholders including Child Safety, Queensland Health, Youth Justice and child protection and disability non-Government service providers.

The team and the business unit

Community Visiting and Advocacy provide visiting, advocacy, reporting and complaint services to children, young people and adults staying at visitable locations across Queensland. Our frontline service teams of Community Visitors, Regional Visiting Managers and Community Visiting and Advocacy Managers are supported by our frontline support services comprised of Advocacy and Practice, and Governance and Performance teams.

Qualifications and conditions

Possession of a C class driver's licence is a mandatory requirement for this role, as travel is required to attend meetings and arrange car servicing in a range of locations that are often not accessible by alternative means.

Identified role

This position is not designated as an identified role.



Suitability for employment

The following suitability for employment checks are required for this role:

- Serious disciplinary action check (former or current Queensland public sector employees only)
- Criminal history check

Additional information

Below is some additional information about the role. Review the **Applicant Information Package** for more information.

Physical demands and nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage (stand up desks are available)
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office.

Exposure to trauma and/or vicarious trauma

In this role you may be exposed to traumatic material by investigating, witnessing, or being exposed to traumatic events. This may include reading, hearing, or seeing accounts, photos, videos and other material related to traumatic events. The material may be unexpected, confronting, explicit, distressing, and/or offensive. Workers may also be required to engage with persons who have and may continue to experience traumatic events that may be confronting or distressing and/or are involved with the justice system.

We have a range of physical and psychosocial safety controls in place for all DoJ workplaces, including strategies to manage the risk of workers being exposed to traumatic events, material and/or vicarious trauma. We also support employees who are impacted by their work.

You should consider the above information and your personal resilience and coping strategies to sustain working in environments that may expose you to traumatic events and/or material.

Please consider this carefully before applying for this role.

How to apply

Apply via [Smart Jobs](#) and submit:

- Your resume (3 - 4 pages recommended).
- Please provide a 2-page (A4) suitability statement using examples of your relevant experience applicable to the key responsibilities, technical skills and abilities.



Valuing equity and diversity

We know that embedding diverse perspectives enriches our work, helping us to meet the needs of all Queenslanders.

We encourage applications from people of all backgrounds, including Aboriginal and Torres Strait Islander peoples, individuals with disability, culturally and linguistically diverse communities, LGBTQIA+ individuals, veterans, and people of all ages.

We encourage you to share how your unique experiences, perspectives, and contributions would support our inclusive and respectful workplace.

Remember to let us know if we can help you participate in the recruitment process. Our selection decisions are not influenced by whether an applicant needs assistance or a subsequent workplace adjustment. Email us for a confidential chat at pe@publicguardian.qld.gov.au

