



<p><b>Job advertisement reference</b> QLD/692501/26</p>
<p><b>Role type</b> Fixed-term, temporary until 30 June 2029 Flexible full-time</p>
<p><b>Classification</b> AO7</p>
<p><b>Salary</b> \$133,603 to \$143,125 per annum <i>Plus leave loading and 12.75% employer superannuation contribution</i></p>
<p><b>Location</b> Cairns, Townsville, Brisbane CBD or Ipswich</p>
<p><b>Contact</b> Kaitlyn Tilley, A/Manager Strategic Services <b>P:</b> 3738 9393</p>
<p><b>Closing date</b> Saturday, 11 July 2026</p>
<p><b>Our workplace</b> 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>

## Principal Frontline Operations and Practice Leader (First Nations) (Identified)

### Strategic services

#### Strategy and Practice Quality

The Principal Frontline Operations and Practice Leader (First Nations) will lead the development of practice guidance and tools to support the delivery of high-level services to OPG’s First Nations clients.

The role will also lead projects that contribute to the development of OPG staff’s cultural capability so that First Nations Queenslanders receive services that are culturally safe and responsive.

#### Your key responsibilities

- Lead the development, maintenance, and implementation of contemporary and innovative practice material to support excellence in service delivery to OPG’s First Nations clients.
- Provide expert advice and input into activities relating to OPG’s obligations to Reframe the Relationship with Aboriginal and Torres Strait Islander people in line with objectives set out in the *Public Sector Act 2022*.
- Develop, manage and/or oversee projects (including co-design approaches) that contribute to the development of OPG staff cultural capability so that services to First Nations Queenslanders are culturally safe and responsive.
- Identify opportunities for continuous practice improvement and any emerging trends, including when arising from complaints or feedback.
- Develop, implement, and at times deliver learning and development programs to support building OPG staff cultural capability to deliver services to First Nations Queenslanders that are culturally safe and responsive.
- Perform the role of secretariat for OPG’s First Nations Yarning Circle.

## Technical skills, abilities and cultural capability

- Ability to work across a diverse range of business units to develop front line practices that are culturally safe and appropriate, which reflect a contemporary approach to working with First Nations clients and communities.
- Understands the inherent rights and the distinct cultures, protocols and traditions of First Nations people and seeks out the values and diverse views and experiences of First Nations people.
- An understanding of, or ability to rapidly acquire an understanding of legislation relevant to the Public Guardian's functions.
- Builds long-term relationships partnerships with a range of stakeholders.
- Develops culturally safe and appropriate practice to deliver client focussed outcomes for First Nations people and managers and/or provides oversight to projects impacting on service delivery.
- Completes work on multiple projects simultaneously and within established timeframes and adjusts priorities quickly as circumstances dictate.
- Works independently and follows through on agreed objectives with minimal direction.
- Analyses information, problems, practices or procedures to define the problem or objective.

## 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 a Team Leader.

## Working relationships

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

**Reports to:** Manager Strategic Services

**Direct reports:** Nil, however from time to the time position may manage project roles.

**Collaborates with:** All OPG business units.

## The team and the business unit

The Strategic Services team is comprised of specialists in strategic social policy, strategic complaints management, learning and development and First Nations practice. The Strategy and Practice Quality team is a multi-disciplinary team which may be situated in offices located in Brisbane, Ipswich, Townsville, and Cairns. The business unit works across multiple service delivery areas in OPG. The purpose of the Strategy and Practice Quality business unit is to develop, lead and implement a range of programs and responses to ensure OPG is responding to legislative changes, broader system reform and community expectations.

## Qualifications and conditions

There are no mandatory qualifications required to undertake this role, however previous experience or skills in practice development would be highly regarded.



## Identified role

This role is designated as Identified. Under section 25 of the Anti-Discrimination Act 1991 (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal person and/or Torres Strait Islander person.

An Aboriginal person and/or Torres Strait Islander person is one who identifies as an Aboriginal person 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 they live.

Applicants to this role may have to provide confirmation of their Aboriginal and/or Torres Strait Islander heritage. Requesting proof of Aboriginal and/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](#).

## 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)
- A criminal history check

## Additional information

Here 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
- 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. 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.

We have a range of physical and psychosocial safety controls in place for all DJAG 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.

## How to apply

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

- Your resume (3 - 4 pages recommended).



- A one-page cover letter explaining why you would like to work for us, what personal qualities you will bring to the role and a brief overview of your relevant skills and experience.

## 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](mailto:pe@publicguardian.qld.gov.au)

