



Job advertisement reference

QLD/692926/26

Role type

Temporary to 31 December 2026, with the possibility of extension

Flexible full-time

Classification

AO3

Salary

\$77,354 to \$85,833 per annum

Plus leave loading and 12.75% employer superannuation contribution

Location

Brisbane CBD

Contact

Susan Berry

Coordinator Central Intake and Referral

P: 3738 9452

Closing date

Wednesday, 8th July 2026

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.

Central Intake and Referral Officer

Central Intake and Referral

Corporate Services

The Central Intake and Referral (CIRT) Officer is responsible for managing the telephone and email intake, and the referral pathways for services provided by the OPG. You will deliver quality customer service, in a timely, accurate and efficient manner to members of the public, OPG stakeholders and clients.

Your key responsibilities

- Provide timely, high-quality service to members of the public, stakeholders, and consumers via contact centre activities. Meeting KPIs and expectations
- Create a positive relationship in all interactions, maintaining a professional and friendly manner and ensuring support and professional interaction as a priority.
- Maintain professional and effective communication and problem-solving skills, including when dealing with clients in complex and emotive situations.
- Maintain appropriate recordkeeping in relation to all calls received and activities undertaken.
- Refer ongoing enquiries to the relevant business area within OPG in a timely and efficient manner.
- Develop and maintain knowledge relevant to the role, and actively participate in appropriate learning and development processes.
- Perform administrative activities to support the provision of service delivery of the CIRT.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.

Technical skills, abilities and cultural capability

- Speaks effectively with persons of various social, cultural, economic and educational backgrounds.
- Listens perceptively and conveys awareness.
- Proven collaboration skills with a range of internal and external stakeholders.
- Excellent time management skills, including the ability to reprioritise where necessary and respond to urgent demands at short notice.
- Behaves in an ethical, respectful and culturally sensitive manner.
- Ability to work as a collaborative member of a team.
- Strong Stakeholder engagement skills.

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: Coordinator Central Intake and Referral

Direct reports: Not applicable

Collaborates with: OPG Business units – Guardianship, Community Visiting and Advocacy, Legal Advocacy and Investigations Services; DJAG and external stakeholders.

The team and the business unit

The Central Intake and Referral Team is the central point of contact for public-facing customer service, answering and responding to enquiries from the general public, stakeholders and clients. The team also educates referral agencies and the public about the OPG's role and functions.

The purpose of the Corporate Services business unit is to provide specialist and administrative support to frontline business areas, enabling those business areas to provide excellence in customer service.

Qualifications and conditions

Not applicable.

Identified role

Aboriginal and Torres Strait Islanders are encouraged to apply.

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
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office.

This role has high telephone contact with the general public and may encounter irate/upset/aggressive/hostile/abusive members of the public.

Exposure to trauma and/or vicarious trauma

In this role you may be required to engage with persons who have and may continue to experience traumatic events. The traumatic events may be unexpected, confronting, explicit, distressing, and/or offensive. Consequently, workers may be required to listen to victim/survivors' personal stories and/or support them.

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).
- A one-page cover letter explaining, 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

