



Community Visitor

CVA Pool Team

Community Visiting and Advocacy

Community visitors are responsible for visiting children, young people and adults in accordance with functions outlined in the *Public Guardian Act 2014*. Community visitors make inquiries and observations into the standard and adequacy of services being provided to vulnerable people, and undertake advocacy, reporting and complaints on their behalf.

Your key responsibilities

- Conduct assigned visits and make robust and probative inquiries into the standard and adequacy of supports services being provided to the people staying 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.
- Assess the adequacy of information given to children, young people and adults being visited about their rights.
- Identify issues or concerns impacting the people you are visiting by seeking their views and wishes, making observations and inquires or reviewing site documents.
- Advocate for and support the people you are visiting to resolve their issues or concerns, participate in decision making, and to make or refer complaints.
- Demonstrate an understanding of the legislative and regulatory frameworks which underpin the delivery of services to the people you are visiting.
- Demonstrate strong interpersonal skills including the ability to rapidly develop rapport and trust with diverse groups, resilience and maintaining professional boundaries.
- Demonstrate strong written and verbal communication skills including report writing and information technology literacy skills.
- Comply with confidentiality, information exchange and privacy provisions when accessing or sharing information.
- Maintain accurate, timely records to ensure compliance with record keeping and reporting requirements and to meet corporate governance standards.
- Attend and actively participate in all relevant training, team meetings, supervision sessions and professional development opportunities as required.

<p>Job advertisement reference QLD/693216/26</p>
<p>Role type Casual – Non-Standard hours</p>
<p>Classification AO4</p>
<p>Salary \$60.05 - \$65.81 per hour <i>Plus 12.75% employer superannuation contribution</i></p>
<p>Location Brisbane or Cairns</p>
<p>Contact Bianca Welling Regional Visiting Manager 0437 699 717</p>
<p>Closing date Wednesday, 8th July 2026</p>
<p>Our workplace</p> <p>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.</p> <p>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>

Technical skills, abilities and cultural capability

- Works independently and follows through on assignments with minimal direction.
- Acts when answers to a problem are not readily apparent in ambiguous circumstances.
- Speaks effectively with persons of various social, cultural, economic and educational backgrounds.
- Communicates effectively with First Nations people through applying culturally safe, sensitive and supportive language.
- Builds long-term partnerships with a range of stakeholders from other cultures as well as First Nations people.
- Establishes rapport and gains trust of others.
- Maintains composure in the face of resistance or contrary opinions.

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: Regional Visiting Manager

Direct reports: Not applicable

Collaborates with: OPG Frontline Services and Frontline Service Support teams, counterparts within OPGs Guardianship and Legal Services and Investigations business units, counterparts in the Department of Child Safety, Queensland Health, Non-Government Service providers, the Forensic Disability Service, registered NDIS providers and providers of level three supported accommodation services.

The team and the business unit

Community Visiting and Advocacy provides 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 Frontline Operations and Specialist Services, and Governance and Performance teams. The CVA Pool Team supports service delivery by travelling throughout the state to assist regional teams.

Qualifications and conditions

Possession of a current C class drivers' licence and a roadworthy motor vehicle registered in Queensland covered by Compulsory Third Party (CTP) insurance.

A mandatory condition of this role is a Working with Children Check clearance (Blue Card). If you do not already have one, OPG will guide you on how to apply.

No formal qualifications are required for the position however a strong commitment to protecting the rights and interests of the most vulnerable members of our community is essential.



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
- Working with children check (if you don't currently have a blue card)

Additional information

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

Physical demands and nature of work

The administrative component of this role may require prolonged periods of sitting.

This role requires travel by motor vehicle to visitable locations within the community. Intrastate travel via air or ferry will also be required.

This role has high face-to-face contact with people in the community and may include contact with people (including children) who are upset, angry, hostile, or displaying heightened emotions.

This role includes contact with people with a disability including people with communication differences.

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. 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 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.

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 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

