



Manager Investigations

Office of the Public Guardian

As the Manager Investigations you will deliver high quality investigation outcomes, and provide high level strategic and operational advice and assistance to the Public Guardian (and their delegates) regarding the performance of investigative functions. You will be required to apply high level investigations and leadership expertise and experience to lead the state-wide OPG investigations function.

Your key responsibilities

- Provide leadership to, and management of the Investigations team to ensure the efficient and effective delivery of the OPG’s statutory investigative function by ensuring compliance with legislative, ethical and procedural requirements to deliver high quality and appropriate outcomes.
- Provide high level strategic and operational advice to the Public Guardian (and their delegates) on the performance of the OPG’s statutory investigations function, and exercise of statutory powers.
- Analyse data and identify emerging trends and issues, to inform decision making about investigative practices, response and service design and delivery.
- Prepare submissions, reports and correspondence of a substantial nature relating to strategic and operational matters.
- Effectively liaise, communicate and undertake complex negotiations with interested parties and stakeholders regarding sensitive operational and organisational issues, promoting the function’s strategic and operational goals.
- Lead a culture of continuous improvement through planning and performance management and the design and development of investigations policy and practice.

<p>Job advertisement reference QLD/693308/26</p>
<p>Role type Permanent Flexible full-time</p>
<p>Classification AO8</p>
<p>Salary \$147,769 to \$156,144 p.a. <i>Plus leave loading and 12.75% employer superannuation contribution</i></p>
<p>Location Brisbane – State Law Building</p>
<p>Contact Sharon Steward, Director Investigations and Guardianship (North) Phone: (07) 4758 5707 Lisa Pritchard, Deputy Public Guardian Phone: (07) 3738 9344</p>
<p>Closing date Thursday, 16th July 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>

Technical skills, abilities and cultural capability

- Demonstrated ability in leading and managing a high performing investigative team across geographically dispersed locations.
- Demonstrated knowledge of administrative law and its application, and knowledge of, or ability to rapidly acquire knowledge of legislation administered by the Office of the Public Guardian.
- Solid investigations experience in applying contemporary investigative methodologies and best practice standards.
- Demonstrated experience in leading and implementing organisational change initiatives.
- Excellent interpersonal and oral communication skills, including the ability to liaise and negotiate with internal and external stakeholders.
- High level of written communication skills including the ability to prepared detailed reports, submissions and correspondence dealing with complex issues.
- Ability to foster a workplace culture of equity, diversity, respect and inclusion, where all individuals share personal responsibility for promoting the physical and psychological health and safety of others.
- Ability to build long-term partnerships with a range of stakeholders from other cultures as well as First Nations people.

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: Director, Investigations and Guardianship (North)

Direct reports: The Manager has oversight over the 14 Investigations team roles with two direct reports (1 x AO7 Team Leader Investigations and 1 x AO3 Administration Officer).

Collaborates with: All areas within the Office of the Public Guardian, the Public Trustee, non-government organisations, Queensland Civil and Administrative Tribunal, advocacy and mediation services, the Queensland Police Service, Queensland Health and all state and territory counterparts.

The team and the business unit

The Investigations and Guardianship (North) business unit consists of a state-wide investigations team and two regional guardianship teams. The investigations team investigates allegations of abuse, neglect or exploitation of an adult with impaired decision making capacity state-wide. The guardianship teams make decisions on behalf of clients within a structured decision-making framework.

Qualifications and conditions

You must possess a C class driver's licence.

A Certificate IV or Diploma in Government Investigations, or tertiary qualifications relating to law, investigations, social, health, behavioural sciences or related disciplines is desirable.



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The incumbent may be required to work hours outside the normal work hours and to travel within Queensland.

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.

Probation

A minimum six-month probationary period will apply to new employees.

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), and
- carrying of laptop and paperwork when alternating between home and office.

The role has both face to face and telephone contact with the general public, who may be hostile.

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 our 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).



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- A one page cover letter explaining why you would like to work for us, and what personal qualities and career highlights 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

