



Job advertisement reference

QLD/698269/26

Role type

Fixed-term temporary to 31 December 2026, with a possibility of extension

Flexible full-time

Classification

AO6

Salary

\$119,802 - \$127,941 per annum

Plus leave loading and 12.75% employer superannuation contribution

Location

Brisbane, Ipswich, Cairns or Townsville

Contact

Evangeline Fenech, Manager Practice Quality

P: 07 3738 9386

Closing date

Tuesday, 1st September 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.

Senior Intake Officer (Views, Wishes and Preferences) (Identified Role)

Practice Quality

Strategy and Practice Quality

Engages with and visits state-wide clients to proactively seek their views, wishes and preferences when the Public Guardian is appointed as their guardian or attorney. This promotes provision of advocacy and decision-making that places at the forefront holistic and person-centred approaches, and optimal service delivery across a range of OPG frontline and service delivery areas.

Your key responsibilities

- Utilise professional and/or clinical experience, knowledge, skills and expertise to effectively engage and build rapport with adults living with impaired capacity, to seek their views, wishes and preferences regarding decisions affecting their lives.
- Develop high-quality reports to share information with frontline service delivery teams to inform structured decision making that is person-centred and promotes and protect adult's rights and interests.
- Utilise professional and/or clinical experience, judgement, and skills to identify an adult's preferred communication method, and tailor and implement specific strategies/tools to interact with clients in a way that is compatible and aligned with their preferred communication style.
- Engage with the Principal Intake Officers (Views, Wishes and Preferences) to exchange information and contribute to the advancement and evaluation of the project by compiling data and findings, identifying issues, themes and/or trends, and have input into high-level reports and briefing materials.
- Establish and maintain positive relationships with people with impaired capacity, their families, service providers, advocates, team members, government agencies and other interested stakeholders of guardianship clients, to promote effective working relationships and optimal frontline service delivery.
- Ensure all documentation is appropriately recorded, allowing for accurate and timely record keeping and data storage, including planning intrastate travel.



Technical skills, abilities and cultural capability

- Knowledge and understanding of contemporary and rights-based approaches to disability, guardianship, aged care and mental health.
- Demonstrates a strong range of communication and interpersonal skills to engage effectively with adults with impaired decision-making capacity via methods that align with their preferred communication methods.
- Supports and promotes the interests of people from various social, cultural, economic and educational backgrounds, including with First Nations people, through applying culturally safe, sensitive and supportive language.
- Skills and ability to access key information in sources such as reports, spreadsheets, and client management or record management systems.
- Demonstrates a high level of written communication skills to write concise, logical, and objective records and reports.
- Completes workload within agreed timeframes and adjusts priorities as circumstances dictate.
- Behaves in an ethical, respectful and culturally sensitive manner, and contributes to workplace equity, diversity, respect and inclusion.

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: Manager, Practice Quality

Direct reports: Not applicable

Collaborates with: Practice Quality team, OPG Business units, such as Guardianship, Investigations and Community Visiting and Advocacy, OPG and DJAG colleagues, government and non-government agencies providing direct supports to clients.

The team and the business unit

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

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

There are no mandatory qualifications required to undertake this role, however formal qualifications or experiences in human services or allied health domains 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)
- 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 standing, twisting, bending (at the waist)
 - carrying of laptop if alternating between home and office.
- face-to-face contact with our clients, their stakeholders, families and service providers, either via Teams, telephone, or in person.
- significant amounts of travel including overnight travel to regional areas for up to a week.

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 or stories where clients may be the alleged preparator of traumatic events.

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) nominating two current referees (including their contact details).
- 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 that would support you in the role of Senior Intake Officer.

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 capabilityandculture@justice.qld.gov.au

