

Community Visitor

North Queensland Region

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 regular 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

Job advertisement reference

QLD/700650/26

Role type

Casual
Non-Standard hours

Classification

AO4

Salary

\$60.05 to \$65.81 per hour
Plus leave loading and 12.75% employer superannuation contribution

Location

Townsville – North Queensland Region

Contact

Natalie Smith, Regional Visiting Manager
P: 0447 203 074

Closing date

Wednesday, 30th 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.

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 branch

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.

Qualifications and conditions

Experience: Demonstrated commitment to protecting and advocating for the rights, interests and wellbeing of vulnerable members of the community.

Qualifications: No formal qualifications are required for this position; however, a mandatory requirement is a current Working with Children Check (Blue Card). If you do not already hold a Blue Card, OPG will guide you through the application process.

Possession of an unrestricted drivers' licence and a roadworthy motor vehicle. The motor vehicle is to be covered by either comprehensive motor vehicle insurance policy or third-party property damage insurance policy. The employee's motor vehicle insurance policy must include an endorsement that indemnifies the employer against certain liabilities that might arise because of use of the vehicle for official purposes.

Pre-employment Checks: Appointment is subject to a criminal history check, a Working with Children Check, and the completion of standard public sector disciplinary history declarations.

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 may 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 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