

Central Intake and Referral Officer (Identified)

Central Intake and Referral Team

Corporate Services

Is responsible for managing the telephone and email intake, and the referral pathways for services provided by the OPG. You will deliver quality phone-based 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 engaging 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 Central Intake and Referral Team.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is respected at all times.

Job advertisement reference

QLD/702509/26

Role type

Fixed-term temporary until the 26 February 2027, with the possibility of extension.

Flexible full-time

Classification

AO3

Salary

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

Plus leave loading and 12.75% employer superannuation contribution

Location

Brisbane CBD

Contact

Susan Berry, Coordinator of Central Intake and Referral Team

(07) 3738 9452

Closing date

Monday, 12th October 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

- Speaks effectively with persons of various social, cultural, economic and educational backgrounds.
- Strong written and verbal communication skills
- 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 member of a team
- Strong Stakeholder engagement skills.
- A willingness to share cultural knowledge and wise practice with non-indigenous colleagues to improve service delivery for OPG clients.
- Cultural awareness and an understanding of community engagement principles are highly valued.

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; DOJ and external stakeholders.

The team and the branch

The Central Intake and Referral Team is the central point of contact for public-facing customer service, answering and responding to enquiries from the 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

Experience: Experience in contact centres is highly regarded.

Qualifications: No mandatory qualifications.

Pre-employment Checks: Appointment is subject to a criminal history check and compliance with standard public sector disciplinary history declarations.

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. The OPG offers a First Nations Yarning Circle for identified staff. The forum provides a safe space for OPG First Nations staff to connect with each other, develop links and relationships across work units and explore experiences as First Nations people working within the Office of the Public Guardian. It also provides a forum for the exploration and workshopping of ideas and suggestions in relation to OPG operations, primarily as they relate to First Nations clients.

Physical demands and nature of work

This role is primarily phone/ admin based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- possible carrying of laptop and paperwork when alternating between offices.

This role has high telephone contact with the public and may encounter phone calls of a hostile and at times abusive nature.

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 (2 - 4 pages recommended).
- A one-page cover letter addressing your suitability for the position.

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