Information about the Child Safety Officer Application process
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Introduction
Thank you for your interest in applying for a position as a Child Safety Officer with the Department of Communities, Child Safety and Disability Services.

We are committed to recruiting and retaining the best people for the job.

Child Safety Officers are involved in a range of activities including:
- working directly with vulnerable children who are at risk of harm or abuse, as well as their families or carers
- assessing, investigating and managing cases
- introducing measures to protect children and improve family behaviour.

When the Department of Communities, Child Safety and Disability Services is notified of abuse or neglect, Child Safety Officers will manage the case and, if necessary, arrange to place a child in out-of-home care.

Working as a Child Safety Officer is a challenging and rewarding job that offers a range of career opportunities such as policy and practice development, staff management, mentoring and training.

The following information is provided to help you better understand the recruitment and selection process and assist you with the preparation of your application.

Before you commence your application
You should read and familiarise yourself with the Child Safety Officer Role Profile and ensure you fully understand the responsibilities and tasks associated with the role.

You are encouraged to find out as much as possible about the department and the role in order to best prepare for the selection process.


Section 1 – Are you eligible to apply?

Mandatory qualification requirements

As a minimum entry requirement, Child Safety Officers must hold a bachelor degree from an accredited Australian tertiary institution.

Overseas qualifications are only accepted if they are comparable to a relevant Australian qualification. For further details, see Overseas qualifications (Section 5). All applicants must provide a full transcript of their qualification with their application.

There are two qualification pathways to becoming a Child Safety Officer.

Pathway 1

A bachelor degree in:
- Social work (or social work majors with a practicum component)
- Human services or social welfare
- Psychology or behavioural science, or a
- Master of Social Work (Qualifying).

Pathway 2

Other bachelor degrees are acceptable as long as the graduate has completed a minimum of six subjects related to human services, psychology or behavioural science.

The guidelines used to assess if the applicant’s degree meets the department’s requirements include:

- study in effective practice, which includes assessment and intervention skills for work with individuals, groups, families, organisations, communities and other social systems
- knowledge and skills to engage young people, children and families to facilitate assessments and guide them through change
- knowledge of child development, human behaviour and interaction, family dynamics, cultural factors and interpersonal violence
- knowledge of theories and intervention methods within a human services setting and experience in assisting relationships
- knowledge of Aboriginal and Torres Strait Islander cultures and issues relating to over-representation in the child protection system.

Applicants within pathway two are expected to also have either an additional qualification, or 12 months full-time (or equivalent part-time) relevant work experience.
Bachelor degrees that may provide the prerequisite study content depending on chosen electives include, but are not limited, to the following degrees:

- applied social sciences
- social sciences
- education, limited to early childhood, primary and secondary teaching
- justice and legal studies
- nursing
- arts
- occupational therapy
- health sciences.

**Additional qualifications**

Additional qualifications will be assessed on an individual basis, but should include the study of relevant subjects (e.g. child development, life span development, child and family violence, family dynamics and/or impacts of trauma). Some examples of acceptable additional qualifications include:

- Graduate Certificate in Human Services (Child Protection)
- Advanced Diploma in Community Services Work
- Diploma of Statutory Child Protection
- Diploma of Youth Work.

**Relevant work experience**

Examples include work experience in a relevant occupation (e.g. human services/case management-oriented work; or work with children, young people, families, or disadvantaged groups, including areas of mental health and disability).

_Suitability of degree subject content, additional qualifications and relevant work experience will be assessed on a case by case basis._

**Citizenship requirements**

The *Public Service Act 2008* (Qld) states that a person is only eligible to be a permanent officer if the person is:

- an Australian citizen, or
- resides in Australia and has permission under a Commonwealth law, to work in Australia and remain in Australia indefinitely.

_If you do not meet citizenship requirements you cannot be appointed as a permanent officer of the Queensland Government department._ However, you may be considered for temporary employment, depending on your working rights. You will still be required to participate in the full selection process and you must provide evidence that you can legally work in Australia before being considered for temporary employment.
Section 2 - Application process

What must be included in the application?

You are required to include the following documents in your application:

- complete the application form including your location preferences
- resume outlining your employment history, relevant skills and experience, qualifications and the names of two (2) referees
- written response to three (3) questions (detailed on page 7)
- *certified copy of your degree and academic transcripts and other relevant documentation (for example, assessment of overseas qualifications)
- *certified copy of your “C” Class driver’s licence
- *certified copy of your citizenship/residency (if applicable)
- photocopy of your current blue card (if applicable). Note: It is not essential to possess a blue card to apply for the role.

* You must provide the required certified documentation to ensure timely processing of your application. Submitting uncertified documents will hinder the processing of your application.

A certified document is one which is stamped and signed by a Justice of the Peace, Commission of Declarations, Police Sergeant or Solicitor who has sighted the original document.

Please note - Applications will not be considered if they are incomplete or if the mandatory qualification requirement is not met.

Three questions you must respond to as part of your application

When preparing your responses to the three (3) questions below, please consider the following requirements:

- Your combined responses to the three (3) questions should equate to approximately two A4 pages.
- We expect that you have researched the role and the organisation. This research and understanding of the role should be conveyed within your responses.
- The term ‘demonstrate’ means you are required to provide examples/evidence from your current/past work and/or life experience to demonstrate your ability within your written application.
- Ensure you proof read your question responses, a quality and professionally presented application is expected.
- Please note: You are not required to respond to the Capability Leadership Framework criteria detailed in the role profile. Instead, you are required to answer the three (3) questions listed below. It is suggested that you consider the responsibilities of the Child Safety Officer role within the context of your response to the three (3) questions.
Question 1

What is your understanding of the role of a Child Safety Officer and the responsibility for delivering statutory child protection services?

- In your response to this question, you are required to demonstrate that you have researched the role of the Child Safety Officer, and that you understand the statutory nature of the role.
- Your response should be communicated in your own words, and be approximately one A4 page.

Question 2

What are your motivations for wanting to be a Child Safety Officer?

- Your response should be approximately a paragraph

Question 3

Considering the responsibilities of a Child Safety Officer which are outlined in the role profile, demonstrate what relevant strengths and skills you could bring to the role.

- In your response to this question use demonstrated example/s to support your statements; your response should be approximately one A4 page.

Section 3 - Submitting your application

You should lodge your application online through the Queensland Government Smart Jobs and Careers Website www.jobs.qld.gov.au.

Submission of online applications

- Select the relevant job appearing on the ‘Smart jobs and careers’ website and select the 'Apply online' button displayed towards the bottom of the screen.
- If you are a registered user, complete the username and password section or click on 'Register' to complete your details.
- Complete the ‘My applications’ section by completing the required information and using the ‘Attach files’ button to upload your application. All applications should quote the Job Advertisement Reference Number.

Attaching and scanning your documents

- You can only attach three (3) documents when lodging your application online. We recommend that you scan your documents in the following configuration:
  - Attachment 1: Completed Child Safety Officer application form
  - Attachment 2: Resume and responses to the three (3) questions
  - Attachment 3: Certified qualification/s, academic transcripts, certified driver’s licence and other relevant documents that are required.
Please note that applications submitted online should be in Microsoft Word versions 2003, 2007 or 2010 or PDF format.

- Once completed, click the ‘Submit’ button.
- You will receive a receipt via email advising you that your application has been lodged and will be forwarded for inclusion in the selection process.

**Don’t have the facilities to apply online?**

If you do not have the required facilities to apply online, you may post your application to:

Child Safety Officer Recruitment Team  
Human Resources and Ethical Standards  
Corporate and Executive Services  
Department of Communities, Child Safety and Disability Services  
GPO Box 806, Brisbane QLD 4001

Please do not provide original documents as they will not be returned to you. You will receive a hard copy acknowledgement slip by post if you post your application.

**Section 4 - Selection process**

The selection process incorporates a range of methods to most accurately determine the best people for the job, and is comprised of the following stages:

1. **Stage 1 - Short listing applications**
   The Child Safety Officer Recruitment Team will review your application and make a decision on your suitability to progress to Stage 2. Assessment will be based on:
   - **Mandatory qualification requirements**
     Have you met the mandatory qualification requirement and supplied all the necessary documents?
   - **Quality and relevance of your responses to the three (3) questions**
     The ability to follow direction and demonstrate good written communication skills are essential to the role of a Child Safety Officer. The Child Safety Officer Recruitment team will assess the extent to which your application is professionally presented and that the information provided is relevant.

     We ask that you read the role profile and research information on our website to ensure you understand the Child Safety Officer role and its statutory responsibilities. The Child Safety Officer Recruitment Team will also be looking for evidence of your strengths and skills applicable to the Child Safety Officer role within your responses to the three (3) questions.
Stage 2 - Initial screening and Online Occupational Behavioural Questionnaire

This stage includes a telephone discussion with a consultant from the Child Safety Officer Recruitment Team. The purpose of this discussion is to ascertain your understanding of the Child Safety Officer role and to ensure that this role will meet your needs. Your communication skills will be on display. This is an assessable component of the process.

After this is complete you may be invited to undertake an online occupational behavioural questionnaire. The questionnaire includes a series of questions which will take approximately 45 minutes to complete. The results will represent how you see yourself and there are no right or wrong answers. The information is used to provide us with an indication of your strengths, attributes and work style preferences. Your responses are confidential and made available only to those directly involved in the selection process.

Feedback on your questionnaire responses will not be provided unless you specifically request it. Feedback must be requested via an email to the Child Safety Officer Recruitment Team at recruitmentteamhrb@communities.qld.gov.au.

You should contact the Child Safety Officer Recruitment Team if you have any difficulties accessing the online questionnaire.

Stage 3 - Applicant pool

Following successful progression through the initial screening process, your application will be placed in the ‘Applicant pool’. When a position/s becomes available at your preferred location/s your application will be referred to the Child Safety Service Centre for their consideration as and when vacancies arise.

Some locations are very competitive. If you are experiencing delays in being considered for an interview, you may want to expand upon your chosen location preferences. Jobs are usually more frequently available in our regional and/or remote locations.

Should you wish to alter your location preferences or update your application, please contact the Child Safety Officer Recruitment Team on 1800 089 515 or 3235 9363.


Stage 4 - Interview

When a vacancy arises in your preferred location/s, you may be invited to attend an interview. The interviews are designed to provide you with the opportunity to demonstrate your strengths and attributes relevant to the Child Safety Officer role and the service centre for which you are being considered.

Interview format

- You will be provided with the interview material prior to the interview, and be given a 30 - 45 minute perusal time to prepare your responses. You will be required to submit your pre-interview written perusal responses to the selection panel at the end of the interview.
- The selection panel will consist of a minimum of two people who will assess your suitability for a specific vacancy.
- The interview itself will be approximately 45 minutes in duration and may include, but is not limited to the following activities:
• structured questions
• scenario and questions
• some discussion/specific questions relating to the location/geographical area.

The assessment methods used are designed to assess specific capabilities linked to the position and simulate a realistic preview of the Child Safety Officer role. You will not be expected to know internal policies or processes. However, you will be expected to demonstrate your thought processes and rationale for decision-making and that you have researched and understand the work of a Child Safety Officer.

• It is recommended that you research Child Safety Services, specifically in the context of delivering child protection practice, prior to interview. Information is available on the Child Safety Services website www.communities.qld.gov.au/childsafety/.

• It is suggested that you peruse Child Protection Act 1999 (Qld), practice frameworks and structured decision making tools. This information may assist you in preparing for your interview. You will not be required to recite details of this information to the panel.

**STAR framework**

The STAR framework is provided to assist you to articulate your skills and experience in an interview context:

**Situation:** what was the situation for the example?

**Task:** what tasks were involved?

**Activities:** what activities did you do?

**Results:** what happened as a result, was your work approved or implemented successfully?

Using this framework as a guide may assist you to present your skills and experience in an articulate manner when responding to interview questions.

**Special needs**

If you have any special requirements regarding attending an interview, such as building access or communication assistance, please notify the Child Safety Service Centre when you are invited to attend your interview so that suitable arrangements can be made.

**Stage 5 - Pre-employment checks**

**Referee checks**

• Referee checks will be carried out for all applicants being considered for a job to verify information gathered.

• In most cases, the most appropriate referees are your present supervisor or your immediate past supervisor. The selection panel will not contact any referee without your consent.

• Referees will be asked to provide comment in relation to each capability listed in the Child Safety Officer Role Profile.

• If any adverse comments are made, you will be given the opportunity to respond. Comments made by referees will be documented by the selection panel.

• It is in your interests to discuss your application with prospective referees and ensure they have a clear understanding of the role so that they can make an informed contribution to the selection process.
Criminal history checks

- The Child Safety Officer position falls under the definition of regulated employment in the *Commission for Children and Young People and Child Guardian Act 2000* (Qld). Persons seeking to work in this position must undergo criminal history screening under the blue card system administered by the Queensland Public Safety Business Agency.

- Additionally, information may be obtained by the Queensland Public Safety Business Agency from the Queensland Police Service on whether a preferred applicant is, or has been, under investigation for the possible commission of a serious offence and if necessary, information can be obtained concerning that person.

- A criminal conviction or charge will not automatically exclude an applicant from obtaining a blue card. However, particular offences are known as disqualifying offences. It is an offence for a disqualified person to apply for a blue card or apply for regulated employment.

- The *Criminal Law (Rehabilitation of Offenders) Act 1986* (Qld), which excludes matters from a criminal history where the rehabilitation period has expired, does not apply to criminal history screening conducted under the blue card system.

Disciplinary history check

- Under Queensland Government Directives: 7/11 “Employment Screening” and 23/10 “Post-separation Discipline” prior to an offer of employment, and as part of the recruitment process applicants can be required to disclose details of serious disciplinary action taken against them.

Stage 6 - Selection and appointment

**Successful**

If you are offered employment with the department, you will be advised verbally and in writing. The letter of offer will provide information about the position title, region/branch location, salary, commencement date and end date (if applicable). For permanent appointments, you will be required to sign and return an attached acceptance form relating to the position and associated probation period.

**Unsuccessful**

If you are unsuccessful for a specific vacancy, you will be advised verbally and/or in writing.

If you are unsuccessful for the vacancy but the panel recommended that you continue to be considered for future Child Safety Officer vacancies your application will return to the ‘Applicant pool’.

**Feedback**

Post-selection feedback is available to all applicants upon request. If you are unsuccessful at interview, feedback will come from the Child Safety Service Centre. If you are unsuccessful at any other stage of the process you can request feedback from the Child Safety Officer Recruitment Team.
Section 5 - Other important information

Overseas qualifications
If your degree or post graduate qualification has been obtained overseas you will need to have it assessed as comparable to an Australian degree or post graduate qualification. You will need to contact one of the following to do this:

For applicants residing in Queensland
The Queensland Department of Education, Training and Employment
Locked Mail Bag 527, Brisbane 4001
Phone: 1300 369 935

For applicants residing interstate or overseas
The National Office of Overseas Skills Recognition
GPO Box 1407, Canberra 2601
Phone: 1300 363 079
Web: http://aei.gov.au

We may accept overseas qualifications which fall within the mandatory qualification requirement that have been assessed by a recognised Australian Professional Association, or Body. Evidence of membership with these organisations may also indicate that your qualification meets Australian professional practice requirements.

Driver’s licence
The possession of a “C” class driver’s licence is a mandatory requirement for Child Safety Officers.

Travel requirements
You may be required to undertake intrastate travel depending on the Child Safety Service Centre you are applying to work in, so you must be prepared to travel (for example, by boat, small plane or 4WD vehicle) to rural and/or remote locations.
You may also be required to stay overnight or fly-in and fly-out depending on work needs at these locations. Remote locations include Aurukun, Bamaga, Charleville, Cooktown, Cunnamulla, Doomadgee, Emerald, Kowanyama, Longreach, Mt Isa, Mornington Island, Normanton, Palm Island, Roma, Thursday Island, Weipa and Woorabinda, Lockhart River, Pompuraaw, Innisfail and Atherton.

Remote and Regional Incentive Scheme
There are a number of Child Safety Service Centres within Queensland that attract additional financial and/or leave entitlements; accommodation assistance may also be available. A full list of the locations and their associated financial and leave incentives can be found at: http://www.communities.qld.gov.au/gateway/careers/what-we-offer/remote-and-regional-incentives
Pay rates
Appointment will normally be at the minimum pay point of the relevant classification level. However, the selection panel will make a determination of the relevant pay point based on your experience and qualifications. The Child Safety Officer Recruitment Team will discuss your likely remuneration based on your skills and experience at Stage 2 of the process.

Recognition of previous service
New appointees to the Queensland Public Service who have service in the organisations listed below may be given recognition of their previous service. These include:
- Commonwealth and other State Public services
- Statutory authorities
- Health service districts
- Local authorities
- Tertiary educational institutions.
Recognition for sick leave and long service leave may be given where there has not been a break in service that exceeds 12 months. This is not automatic and must be requested.

Further information
If you require further information regarding the Child Safety Officer role or recruitment and selection process, please contact the Child Safety Officer Recruitment Team.

Child Safety Officer Recruitment Team
Post GPO Box 806, Brisbane, 4001
Phone 1800 089 515
Fax (07) 3224 2316
Email recruitmentteamhrb@communities.qld.gov.au