



## Role profile

<b>Title</b>	Deputy Director-General / Chief Operating Officer		
<b>Job Ad Ref</b>		<b>Location</b>	Brisbane CBD
<b>Annual Salary</b>	Total Fixed Remuneration \$353,824 - \$386,465	<b>Classification</b>	SES4 High
<b>Business unit &amp; Service area</b>	Service Delivery – Child and Family	<b>Reports to</b>	Director-General
<b>Status &amp; employment type</b>	Flexible full-time	<b>Job duration</b>	Contract up to five years
<b>Closing date</b>		<b>Contact details</b>	Mr Arthur O'Brien Deputy Director-General, Corporate Services P: 07 3097 5736 / 0407 747 175 E: arthur.o'brien@dcssds.qld.gov.au
<b>Mandatory and/or desirable requirements</b>	While there are no mandatory qualifications, relevant tertiary qualifications will be highly regarded. High level experience in human services service delivery within government, particular in the child protection context.		

### Are you interested in an opportunity to...

- Work for an employer that helps vulnerable people within our community?
- Be part of an inclusive and diverse workforce that places a high value on cultural capability?
- Be rewarded for your efforts with great working conditions that offer salary packaging, flexible working arrangements, learning opportunities and professional development all within a safe and healthy work environment?
- Work for an employer that works in collaboration to serve the community, strengthen community response and assists families, children, seniors and those with a disability?

### Do you have a commitment to...

- Working with Aboriginal and Torres Strait Islander peoples?
- Understanding Aboriginal and Torres Strait Islander peoples and cultures?
- Recognising issues affecting Aboriginal and Torres Strait Islander peoples today?
- A united, harmonious and inclusive Queensland as articulated in the *Multicultural Recognition Act 2016* and Multicultural Queensland Charter?
- Creating inclusive and celebrating diverse work environments, where everyone feels safe, respected, included and encouraged to bring their whole selves to work?
- Communicating respectfully?

## Department of Families, Seniors, Disability Services and Child Safety

In the Department of Families, Seniors, Disability Services and Child Safety (the department) you will have the opportunity to work together with people, partners and places to support families, children, seniors and those with a disability, to be safe and to thrive in culture and communities.

Our programs and community partnerships preserve cultural connections for Aboriginal and Torres Strait Islander peoples to achieve positive life outcomes.

By working with us, you will have the opportunity to work with staff from across the department and other government agencies to resolve complex issues and change life trajectories.

As public servants, we are committed to the highest ethical, professional and service standards in the delivery of outcomes for the people of Queensland.

The department is an equal opportunity employer supporting diversity in the workplace. We welcome applications from Aboriginal and Torres Strait Islander people, LGBTQI+ people, people with a disability, people from culturally diverse backgrounds, and people with lived experience.

Our department believes that we are leaders at all levels. We enact this through our Leadership Charter:



More information about us can be found here:

**Website:** <https://www.families.qld.gov.au/>

**LinkedIn:** [Department of Families, Seniors, Disability Services and Child Safety](#)

**Facebook:** Child and Family Queensland

**X (formerly Twitter):** Child and Family Queensland: @childfamilyqld

## About Service Delivery (Child and Family)

Service Delivery (Child and Family) prioritises and responds to the safety and wellbeing of children, young people, carers and families across the State.

It partners with funded service providers and other government agencies, to respond to children and families at risk of harm, and children and young people assessed as in need of protection.

The Office of the Deputy Director-General, Service Delivery (Child and Family) provides oversight and integrated advice on strategic, operational and corporate governance issues impacting the regions and its central office teams.

The Office of the Deputy Director-General (Child and Family) also supports and works in collaboration with the regions and central office teams to implement operational policies and procedures, business systems and management processes as they relate to service delivery.

Additionally, the Office of the Deputy Director-General (Child and Family) ensures quality, professional services and advice are provided to the Office of the Director-General and the Office of the Minister.

## Your contribution

We are seeking a Deputy Director-General / Chief Operating Officer to provide high-level strategic and operational leadership and management for the delivery of, and investment in, the department's service delivery and practice as it relates to child safety and family support services, women and violence prevention services across Queensland.

The Deputy Director-General / Chief Operating Officer will assist the department to achieve its vision through a performance-driven and customer-focused culture that delivers results, whilst displaying the core public sector values of: customers first; ideas into action; unleash potential; be courageous; and empower people.

## Principal accountabilities

The Deputy Director-General / Chief Operating Officer will:

- lead the provision of effective, efficient and responsive services through: the development and implementation of sound contemporary services and practices, policies and procedures, business systems; engaged, productive and capable staff; and sound relationships with partner organisations.
- work closely with internal and external stakeholders to deliver the department's roles as a system steward, investor, partner and regulator, focused on the achievement of Government objectives, and agreed client outcomes and service outputs and standards.
- develop and implement processes to monitor, evaluate, report on and improve service and practice quality, performance and productivity.
- inform departmental strategies, policies, planning and investment.
- drive a focus on quality, timeliness, value and results in both commissioned and direct services.
- foster a culture of change and innovation in leading implementation of multiple reform initiatives and continuous improvement.
- ensure the Service Delivery (Child and Family) directorate contributes to the achievement of the department's purpose and priorities, and its statutory and other accountabilities.

As a senior executive leader in Queensland Government, the Deputy Director-General / Chief Operating Officer will display outstanding judgment, high-level integrity and resilience, strong agility to adapt to a constantly changing environment, a strong achievement orientation and excellent communication and negotiation skills.

You will provide high level strategic and operational advice to the Minister, Director-General, the department's Board of Management and senior executives across a wide variety of matters to meet strategic objectives, including but not limited to organisational design, procurement, systems and policy development and implementation, change management, leadership and employee capability, cultural capability and diversity.

As the leader of the Service Delivery Leadership Group, you will demonstrate strong and effective leadership fostering a healthy and inclusive culture that is action oriented, innovative, high performing, culturally safe and responsive to all streams of the agency.

You will possess strong leadership, strategy, engagement and delivery expertise to support the executive and management team to create safe, well, rewarding, diverse and inclusive workplaces for our valued staff to ensure that the services our department delivers are responsive and sustainable.

As an executive, your performance will be assessed according to four key accountability perspectives: stakeholder and outcome, internal business, financial, and learning and growth.

## Key duties and responsibilities

### Stakeholder and outcome

- Productive service-level engagement with relevant government and non-government and other organisations to deliver the best possible services and outcomes for children, families, young people, women and men and communities.
- Effective management of the Government's investment in the delivery of services for children, families and communities in Queensland by non-government organisations.
- Effective system stewardship and capability building at local, regional and state levels.
- Effective implementation of Government reform priorities, strategies and initiatives.
- Productive relationships with peak and representative bodies and industrial organisations to ensure that programs and services are high quality, and that emerging issues and trends and opportunities for improvement and innovation are identified.
- High quality advice and information to the Minister, the Director-General and other members of the department's Board of Management on matters relating to service delivery and practice.
- Effective support for the Minister and the Director-General including representation of the department at significant national, statewide and other forums.

### Internal business

- Lead the planning, organising and management of Service Delivery in accordance with agency objectives
- Lead the Directorate and staff through continual and significant change and reform.
- Lead and facilitate the implementation in the directorate of sector and agency initiatives related to diversity and inclusion and workplace health and safety.
- Ensure effective systems are in place and maintained to monitor and report on the performance of service delivery and practice, and the progress of implementation of key agency deliverables.
- Lead decision making around resources and investment.
- Lead and enable productive interfaces between key areas of the department.
- Contribute to the strategic leadership of the department as a member of the Board of Management and other governance forums.

### Financial

- Ensure the Service Delivery directorate contributes to the achievement of the department's purpose and priorities, and its statutory and other accountabilities.
- Ensure effective management and monitoring of the directorate's budget and establishment in accordance with statutory responsibilities, government priorities and departmental policies and procedures.
- Effective oversight of government's investment in child, family, women and violence prevention, services and facilities commissioned from non-government services.
- Negotiate and account for budgets and resources consistent with strategic and business plans and goals.

## Learning and growth

- Contribute to the building and maintenance of the culture and performance of Service Delivery to support the vision and values of the department and to achieve agency objectives.
- Plan, organise and manage Service Delivery's responsibilities, including fostering a professional environment to encourage commitment, ethical behaviour, cultural safety, staff wellbeing, skills development, professional growth and continuous improvement.
- Proactively promote, build and maintain positive and effective relationships across the department's senior and executive leadership teams, the Office of the Director-General, and the Minister's Office. This role also collaborates with senior stakeholders across the sector, and external entities.
- Lead and facilitate the department's cultural capability program and the productive engagement of Aboriginal and Torres Strait Islanders staff in the directorate.

## Delegations

This role has Human Resource Management and Financial delegations in accordance with the relevant schedules.

## Reporting Relationships

This position is accountable to the Director-General. The position has eight direct reports: Regional Executive Director in six regions; Assistant Chief Operating Officer, Statewide Operations; and Manager, Office of the Deputy Director-General.

### Is this role for you? Consider the Leadership competencies for the role.

The [Queensland Public Service Leadership competencies for Queensland](#) (LCQ) applies to all role profiles within the department. This role profile is aligned to the **Executive** profile of the LCQ and outlines the relevant competencies from the **Executive** profile that are the basis of assessment of your suitability for the role.

To be successful in this role you will be required to demonstrate capability in the following areas:

Vision	Results	Accountability
<ul style="list-style-type: none"><li>• <i>Leads strategically</i> Thinks critically and acts on the broader purpose of the system</li><li>• <i>Stimulates ideas and innovation</i> Gathers insights and embraces new ideas and innovation to inform future practice</li><li>• <i>Leads change in complex environments</i> Embraces change and leads with focus and optimism in an environment of complexity and ambiguity</li></ul>	<ul style="list-style-type: none"><li>• <i>Develops and mobilises talent</i> Strengthens and mobilises the unique talents and capabilities of the workforce</li><li>• <i>Builds enduring relationships</i> Builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes</li><li>• <i>Inspires others</i> Inspires others by driving clarity, engagement and a sense of purpose</li></ul>	<ul style="list-style-type: none"><li>• <i>Fosters healthy and inclusive workplaces</i> Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised</li><li>• <i>Pursues continuous growth</i> Pursues opportunities for growth through agile learning, and development of self-awareness</li><li>• <i>Demonstrates sound governance</i> Maintains a high standard of practice through governance and risk management</li></ul>



<ul style="list-style-type: none"> <li>• <i>Makes insightful decisions</i> Makes considered, ethical and courageous decisions based on insight into the broader context</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Drives accountability and outcomes</i> Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency</li> </ul>	
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### Conditions and benefits of the role

The department provides access to an employee assistance program and a range of learning and development opportunities. Your employment experience with the department will include work-life balance with flexible working options such as flexible start times and telecommuting, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

The department is committed to building an inclusive culture that respects and promotes [human rights](#) and [diversity](#). We respectfully journey together to aspire to be the most culturally capable agency in the nation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, and people with disability or family responsibilities to apply.

### How to apply

To enable us to assess your application, please include:

- a **statement** not more than two pages, that summarises your skills, experience and achievements against the leadership competencies/capabilities and duties/responsibilities
- a **current resume** containing details of 2 referees. At least one referee should have a thorough knowledge of your work over the past two years as your manager or supervisor.
- Apply via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au), please contact 13 QGOV (13 74 68). Inquiries relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online, contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via Smart jobs, please contact the hiring manager. If the Selection Panel has granted approval to consider a late application, contact the QSS Customer Support Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

To apply for the role, your application should include something that outlines why you want to do this role and demonstrates your skills and experience to make a difference.

Examples of flexible and creative options:

- Visual representation of your story with a written/video explanation of its meaning
- One page outline of your skills and experience
- Short 5 minute video explaining your skills and experience

See tips on [how to write a resume and cover letter](#)

### Valuing equity and diversity

The Department of Families, Seniors, Disability Services and Child Safety values equity and diversity. Please include information in your resume that will help us understand how you could contribute to our workforce diversity.

Let us know if we can help you participate in the recruitment process. Our commitment to cultural safety, equity and diversity means that our selection decisions are not influenced by whether an applicant needs assistance or a subsequent workplace adjustment.

### **Other important information**

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

#### Exposure to trauma and/or vicarious trauma

In this role you will be subject directly to circumstances and material which could lead to vicarious trauma. You may also be exposed by talking with other employees who have had direct contact with such material or situations.

We have a range of physical and psychosocial safety controls in place for all departmental 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.

- Domestic and family violence has no place in our homes, communities or workplaces and the department is committed to preventing violence and supporting employees affected by domestic and family violence.
- The department is committed to being an inclusive workplace, providing reasonable adjustment and support for people with a disability.
- The department values and is committed to being a safe and inclusive workplace for all LGBTQI+ peoples.
- A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise), after which time confirmation of appointment will be dependent upon satisfactory performance review.
- Successful applicants will be subject to a criminal history check or blue card screening.
- Successful applicants who are either a current or previous public sector employee will be required to disclose previous serious disciplinary action taken against them.
- Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
- Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).

- A person is eligible to be a public service officer only if the person is an Australian citizen or resides in Australia and has permission, under a Commonwealth law, to work in Australia. If a person's permission to work in Australia ends, the person's employment is taken to have been terminated on the same day.
- Applicants who have been paid a voluntary medical retirement, voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.
- Where 'eligibility for registration' is shown as a mandatory condition of the role, successful applicants are required to obtain the relevant registration prior to commencing work and maintain registration for the duration of employment in the role.

Position No.: 2000982

Date of Evaluation: 06/02/2018

Date of Review: 03/06/2025