



QUEENSLAND POLICE SERVICE



PD No: GDO01
Rank: Constable/Senior Constable
Function: General Duties Officer
Classification:
Location: ALL REGIONS

YOUR OBJECTIVE

Provide operational policing services to the community by protecting life and property, preserving peace and safety, preventing crime and upholding law in a manner which has regard for the public good and rights of individuals.

KEY ACCOUNTABILITIES

Will include:

Maintain operational safety under varying work conditions and in diverse locations; and adhere to guidelines relating to uniform and safe practices for the use and maintenance of accoutrements and police equipment.

Undertake operational patrols, respond to situations to enforce laws and/or maintain public order, exercise police powers, investigate incidents or offences, and prepare and present evidence in a judicial or quasi-judicial setting.

Lawfully operate police vehicles safely in varying road, terrain and operational conditions, including the systematic, safe and efficient control of all vehicle functions, and effective management of hazardous situations.

Gather and exchange information from and with the community; and use analytical and keyboard skills, recording equipment and information systems to record, organise and analyse information.

Perform administrative duties in support of operational responsibilities; prepare forms, correspondence and reports and where required apply professional judgement in the issuing of licences and/or regulatory authorisations.

Manage a wide range of persons who are placed in care, detained in custody or require assistance pending the arrival of qualified personnel. Utilise appropriate communication, practical and physical skills in order to protect persons from harm or further casualty and to deal with uncooperative/aggressive people.

Perform duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal performance standards and competence, manage personal work priorities, assist and support other personnel, and maintain physical and emotional health.

Provide the public with service and support, utilise problem-solving techniques and adapt communication strategies to meet client needs, stay abreast of current affairs, and foster a positive organisational image in the community.

ESSENTIAL SELECTION CRITERIA

- ESC1 A serving sworn member of the Queensland Police Service who has successfully completed the Field Training Program (or previous equivalent).
- ESC2 Demonstrated high level of personal integrity, emotional stability and professionalism.

ARE YOU THE RIGHT PERSON FOR THE JOB?

You will be assessed on the basis of relevant capability and capacity for the following which directly relate to the Key Accountabilities.

Supports Strategic Direction

- Supports the QPS vision, mission and strategic goals; understands business area action plans and how own work contributes to team goals.
- Identifies issues that may impact on tasks; alerts supervisor.
- Knows where to find relevant information; asks questions to ensure full understanding; verifies information; uses common sense and dissemination protocols in conveying information to others.
- Uses sound reasoning to assess situations and evaluate alternative courses of action. Knows when to escalate issues to supervisor.

Achieves Results

- Understands team and individual capabilities; effectively uses own capabilities.
- Demonstrates familiarity with legislative and compliance with legislative policy and regulatory frameworks relevant to the QPS; develops technical proficiency in the use of equipment and programs.
- Prioritises, reschedules and reorganises own work to reflect changes in priorities, adjusts own schedule to suit colleagues' and business needs.

Supports Productive Working Relationships

- Develops positive relationships with team members; actively participates in teamwork and activities to achieve objectives.
- Provides courteous, prompt and professional service; manages client expectations.
- Acknowledges and respects a broad range of social and cultural customs, beliefs and values; engages with the community and encourages their involvement.
- Understands and acts on constructive feedback.

Displays Personal Drive and Integrity

- Demonstrates behaviours consistent with public sector and QPS values and standards of practice and behaves honestly, ethically, professionally and impartially.
- Remains calm and thinks clearly in a crisis. Maintains professional ethics even when pressured by others.
- Maintains productive performance even in difficult circumstances.
- Seeks to improve own performance.

Communicates with Influence

- Seeks to understand audience and tailors communication style and message accordingly.
- Structures written and oral communication to ensure clarity.
- Considers diversity during fact-finding interviews and adapts approach to suit.
- Listens to, considers and acknowledges different ideas and discusses issues credibly and thoughtfully provides ideas in keeping with QPS values.

ADDITIONAL INFORMATION

Occupants may be required to rotate through:

- Watch house
- Beat patrol
- Communications rooms
- Enquiry office
- Court orderly duties
- Tactical Crime Squad

where one or more of these is attached to the station.

Officers need to be prepared to:

- undertake a mentoring role to junior staff;
- perform duties in varying and diverse locations throughout Queensland;
- perform shift work;
- face socialisation, cultural, organisational and management issues;
- deal with public perceptions of police and policing;
- attend traumatic incidents (e.g. accident, fatality, and child abuse situation); and
- perform duties in varying work conditions.

Privacy Collection Statement

The Queensland Police Service (QPS) is collecting information for the purpose of processing your application for an advertised internal QPS vacancy. The collection of this information is authorised by the Police Service Administration Act 1990. Pursuant to the Merit Selection Standard, if you are the successful applicant, your application may be provided upon request to unsuccessful internal applicants as part of the feedback process. Your personal details (including private address, telephone numbers etc) will not be disclosed to a third party without your consent unless the disclosure is authorised or required by law.

Date of Review: 09.04.2014