

# General Duties Police Officer Position Description

The duties of general duties police constables in the QPS are set out in the following position description. Officers should normally expect to perform operational police duties for at least five years, and potentially for periods well beyond that.

## **POSITION 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.

## **PRINCIPAL RESPONSIBILITIES**

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 drive 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.

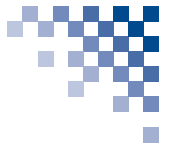
Gather and exchange information from and with the community; and use analytical and keyboard skills, recording equipment and information systems to record, organise and analyse information.

Perform administrative duties in support of operational responsibilities; prepare forms, correspondence and reports and where required apply professional judgment 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 Demonstrated high level of personal integrity, emotional stability and professionalism.

## KEY SELECTION CRITERIA

KSC1 Ability and willingness to acquire sound knowledge of laws, regulations, policies and procedures relating to the duties of a police constable.

KSC2 Ability to maintain effective working relationships with colleagues and members of the broader community, and respond to direction and instructions when necessary.

KSC3 Demonstrated reasoning and analytical ability required to research problems thoroughly, make decisions and carry out complex tasks to completion.

KSC4 Mental and physical ability to perform operational activities effectively under unpredictable, emotional and sometimes extended and dangerous conditions.

KSC5 Ability to use operational equipment in a safe and effective manner.

KSC6 Demonstrated effective oral and written communication skills and ability to negotiate and resolve conflict under different situations.

In addition, there are other considerations that are not included in the selection criteria, but nevertheless are relevant to the performance of general duties policing.

These important factors are included in this document as police officers need to be prepared to:

- **Perform duties in varying and diverse locations throughout Queensland**

QPS officers must be prepared to serve in any of the police stations/establishments (approximately 330) throughout the State during their service. They may be transferred to a variety of locations that include larger centres in the south eastern corner, provincial cities, coastal, inland and/or rural towns, and small and remote isolated communities.

- **Perform shiftwork**

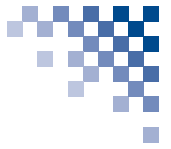
At most police stations general duties police officers are required to perform rostered shift work 24 hours a day. Generally, each standard shift is 8 hours and there is a minimum of a 10 hour break between shifts. Although rosters vary between stations, standard shifts operate between 6 am and 4 pm (day shift); 2 pm to 12 midnight (afternoon/evening shift); and 10 pm to 8 am (night shift) with start and finish times varying between these hours.

Shiftwork can have lifestyle implications. For example, shiftwork may:

- be disruptive to family life, and it may present difficulties for family members; and
- limit the ability to participate in regular social, sporting, and study activities.

- **Face socialisation, cultural, organisational and management issues**

Notwithstanding the attractive aspects of working for the QPS, it must be understood that it is not all glamour. Police officers can face situations where they are socially isolated and/or may be excluded from certain social or community activities.



New police officers may find dealing with aspects of police culture both rewarding and challenging. They may find themselves questioning organisational and management decisions, or experience difficulty in understanding certain management directions.

It must be understood that the reasons for current police culture and management style are a combination of community expectation, legislative requirements, and organisational culture including historical factors. These factors combine to make a complex environment where decisions are made in the interests of serving the Queensland community in a fair and equitable manner.

- **Deal with public perceptions of police and policing**

While most citizens have favourable impressions of police, this is not always the case. The Queensland community is diverse in terms of gender and age, and racial, cultural and social backgrounds. All members of the community have perceptions of police and policing and many have preconceived ideas or have formed opinions based on their experiences with police. While community opinions are generally positive, it is not uncommon for people to have extremely negative views of police. Additionally, it is not uncommon for members of the community to react to police in a fearful or non-cooperative way.

- **Attend traumatic incidents (eg accident, fatality, and child abuse situation)**

During patrols, a police officer may encounter and be expected to deal with occurrences ranging from an assault to a noise complaint, fires, burglaries and natural disasters. They are sometimes called upon to attend traumatic incidents such as serious and fatal motor vehicle accidents, murders, drownings and child abuse situations.

Although a range of personal trauma strategies are in place to assist police in dealing with such incidents, individual officers must be mentally prepared to professionally manage traumatic situations to completion.

- **Perform duties in varying work conditions**

Police officers are required to work in varying work conditions. In undertaking their duties they may encounter extreme weather, difficult terrain, varying road conditions and be involved in arrests or detention of persons, and search and rescues that are hazardous in nature.