right job
right person!

Recruitment in the Department of Health and Human Services

Applicant Guide



Tasmania
Explore the possibilities

About this Guide

This Guide provides practical information related to obtaining employment with the Department of Health and Human Services (DHHS).

Further information regarding the DHHS can be found at http://www.dhhs.tas.gov.au/career

If you have general queries about DHHS vacancies and employment, the application process or anything contained in this guide, please email jobsandcareers@dhhs.tas.gov.au

CONTENT

About this Guide **2**

Introduction **4**

Merit Selection **4**

Workforce Diversity **4**

Essential and Desirable Requirements **5**

Essential requirements 5

Recruitment within DHHS **5**

Applying for a Position **6**

Your application 6

Selection Criteria 6

Understanding the Selection Criteria 6

Addressing the Selection Criteria **7**

Resume / Curriculum Vitae (CV) **9**

Presentation **10**

Submitting your application **10**

Late applications 10

The Selection Process **10**

Shortlisting **10**

Selection methods **10**

Interviews **11**

Pre-employment Checks **12**

Proof of identity **12**

Eligibility to Work Checks 13

Offer of an appointment 13

Unsuccessful applicants 13

Appendix 1 – Addressing Selection Criteria Template **14**

Introduction

The Department of Health and Human Services (DHHS) is committed to providing safe, high quality and sustainable health and human services to the people of Tasmania.

When you join the DHHS you are joining a team of people dedicated to improving the health and wellbeing of Tasmanians. Our work affects almost every Tasmanian. It can be challenging, but also very rewarding. When you work with us you can be sure that what you are doing makes a positive difference, with patients and clients at the centre of everything we do.

The DHHS aims to be an employer of choice, offering a stimulating, rewarding and supportive workplace. In return our workers need to maintain the highest standards of integrity, and operate within the legal frameworks and values that set clear standards for our behaviours and actions.

The DHHS offers a diverse range of careers across the State and attractive benefits, including access to salary sacrifice and salary packaging (for eligible employees), negotiable relocation assistance, flexible work arrangements and a commitment to professional development.

Merit Selection

Employment decisions in the DHHS are undertaken according to the merit principle.

Merit selection involves comparing an applicant's work-related qualities with the work-related qualities genuinely required to perform the duties of the position. By ensuring employment decisions are based on merit, all applicants are given a fair and equal chance to gain employment within the DHHS.

The primary source for identifying the work-related qualities required for a position can be found in the Selection Criteria contained in the Statement of Duties (also known as a Position Description) for the position.

Work-related qualities can include:

- skills and abilities
- qualifications, training and competencies
- standard of work performance
- capacity to produce required outcomes
- relevant personal qualities
- demonstrated potential for further development
- ability to contribute to team performance

Workforce Diversity

The DHHS values workforce diversity and recognises the value each person offers which is shaped by their unique characteristics, background, experiences, knowledge, skills, values and perspectives. Workforce diversity focuses on recognising, embracing and valuing everyone's differences to create an inclusive workplace environment which is free from discrimination and harassment.

The DHHS is supportive of reasonable adjustments which may be required as a result of a physical, psychological or neurological disease or disorder, illness or injury to enable applicants to compete for

employment on an equal basis. If you require any adjustments, you are encouraged to advise the contact person and/or Selection Panel at any point throughout the selection process.

Essential and Desirable Requirements

Essential requirements

Essential requirements are additional elements which the successful applicant must hold in order to successfully undertake the duties and responsibilities of the position.

Some examples of the most common essential requirements are:

- academic or professional qualifications
- driver's licence
- professional registration/licensing
- pre-employment checks (such as conviction)

Where an essential requirement is approved for a role, the occupant must have and maintain the requirement to be, or continue to be, employed in the role.

Evidence of your ability to satisfy any applicable essential requirements should be submitted with your application (other than conviction checks, identity checks and eligibility to work checks as these are undertaken by the DHHS). Alternatively, you may be asked to provide copies of any required documentation during selection methods. Essential requirements must always be verified and/or finalised prior to the finalisation of a selection process.

Desirable Requirements

Positions may also include desirable requirements. Desirable requirements are not an essential part of a position's requirements but may be beneficial to the position. A person does not have to hold the desirable requirement in order to be the successful applicant.

Recruitment within DHHS

The recruitment and selection process commences when a vacancy is identified and a decision is made to fill the vacancy. The recruitment process commonly includes:

1. advertising the vacancy;
2. applications received;
3. short listing applicants;
4. assessing applicants suitability for the role via interview or other method;
5. conducting referee checks;
6. undertaking employment screening (including identity and criminal record checks); and
7. offering the position to the preferred applicant(s).

DHHS uses an online recruitment system in which all applications are submitted electronically. By applying online you ensure that your application is received, as you are notified of its receipt.

A further benefit to applying online is that you can build your profile with your resume / Curriculum Vitae (CV), copies of your qualifications and credentials that can be used when applying for positions in the future.

Applying for a Position

Your application

A separate application must be submitted for each position you wish to apply for. It is important to prepare a concise application demonstrating how your work-related qualities make you suitable for the position.

To help prepare your application you should read the advertisement and the Statement of Duties and discuss any queries you may have with the contact person listed in the advertisement so that you are fully informed of the requirements of the position before submitting your application.

It may also helpful to research more about the position. This may include:

- meeting with the contact person to gain an overview of the work environment
- talking to people in similar positions
- reading any available relevant information, such as annual reports and strategic plans
- visiting our website at www.dhhs.tas.gov.au/tho/area_health_services .

Your application may include:

- a covering letter (optional)
- statement addressing the Selection Criteria (recommended)
- a copy of your current resume/CV (recommended)
- a copy of any essential qualifications (recommended)
- a completed Application for Employment Form if not completing the application online (recommended)
- any additional information requested (recommended).

An official translation should accompany any information provided as part of your application or throughout the selection process which has been provided in a language other than English.

Selection Criteria

'Addressing the Selection Criteria' is a written statement provided by applicants in response to the Selection Criteria contained in a Statement of Duties.

Addressing the Selection Criteria is a useful way of demonstrating that you possess the work-related qualities required for the position. Selection Criteria are a set of measurable standards against which Selection Panels can assess your suitability for the position.

When addressing the Selection Criteria you should support your claims with actual, specific examples of what you have done well and how you did it.

Note that all of the Selection Criteria are important, so do not miss any. If your application does not address each one, you may reduce your opportunity of progressing to further selection methods.

Understanding the Selection Criteria

Selection criteria usually contain common key words or phrases that can guide you in drafting your response. A good first step is to highlight these.

Keywords/phrases you may find in Selection Criteria include:

- 'Demonstrated knowledge': you need to give examples that prove you have this area of knowledge.
- 'Demonstrated ability to': you do not need to have done this kind of work before, but you need to describe how your skills, knowledge and experience show that you are capable of doing the work.
- 'Experience in': you need to provide examples of where you have done this work before.

- 'Effective, Proven, Highly Developed, Superior': you need to show your level of skill. Provide relevant detail, using examples of your achievements to illustrate your level of skills, knowledge and experience

Addressing the Selection Criteria

When addressing the Selection Criteria you should concentrate on the quality rather than the quantity of information. Highlight the achievements which you believe will best demonstrate your claims against each criterion giving consideration to the type of work required of the vacancy.

It is not sufficient to simply state that you meet the criteria. A common mistake is to state that you have a particular skill, but not provide an example to support your claim. Anyone can say that they have high level computer or customer service skills, but this needs to be supported by specific examples of these skills in action.

To prepare for addressing the Selection Criteria it can be valuable to read and reread the advertisement and Statement of Duties, including the Selection Criteria. Highlight keywords in the each selection criterion and relate them to the duties of the position.

The STAR Approach

The STAR approach can be applied to help address the Selection Criteria by ensuring that your responses provide evidence to support claims you make through relevant examples.

Broken down in to its components, the STAR model is:

- Situation— provide a brief outline of the situation or setting. What was the context?
- Task—what was your role? What did you have to do?
- Actions—what did you do and how did you do it?
- Results—what did you achieve? What were the results of what you did and how does it relate to the job you are applying for?

To begin creating your examples, make a separate heading for each criterion and write down dot points under each that demonstrate your ability to meet that criterion. Try to address each part of the STAR approach in just a few sentences. You can use the table at Appendix 1 to assist you.

Once you have completed this, use your notes to write out full paragraphs. For example:

*'As Research Support Officer at the Department of XYZ, I needed to ensure that managers were kept informed of policies and procedures. (**Situation**) To do this, I initiated a monthly newsletter, which was emailed to each manager. I took responsibility for writing the main articles in each publication. (**Task**) This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected the needs of managers, both in terms of content and language. (**Actions**) I consistently received excellent feedback in relation to this newsletter from internal clients and my own manager. I received a divisional achievement award for the quality of this newsletter from management. Importantly, this initiative resulted in improved lines of communication between managers and the Research Support Unit' (**Results**).*

All parts of the STAR model are important, however the Results are crucial. You may have been doing a particular task for years but the Selection Panel need to know how well you have been doing that task.

It is also very important to use 'I' statements and to specify exactly what your contribution to the situation was. If you use 'we' statements the Selection Panel will not be able to determine your individual contribution.

Hint – Some jobs attract very large numbers of applications. To make yours stand out, show that you understand what the role entails and include examples that detail how your previous experience will help you undertake the duties.

Ideas for Addressing Common Selection Criteria

If a selection criterion relates to **leadership**, consider writing about:

- A time when you accomplished something significant that wouldn't have been successful without your involvement.
- A time when you were able to step into a situation, lead effectively, manage stakeholders, and achieve set goals.
- Describe a time when you could have managed a situation more effectively.
- Describe a time when you had to address performance management issues with employees reporting to you.
- A time when you delegated a project or other responsibilities effectively. How did you go about this?

- If a selection criterion relates to **communication skills**, consider writing about:
- A time when you had to present a proposal to a person in authority and were able to do so successfully.
- A situation where you had to be persuasive and 'sell' your idea to a person or group of people. Did you meet with resistance? How did you overcome this?
- A time when you had to communicate an idea to a range of target audiences. Which methods did you use and why?

If a selection criterion relates to **problem solving**, consider writing about:

- A time when you had to analyse facts quickly, define key issues, and respond immediately or develop a plan that produced good results.
- A situation where you had to overcome major obstacles to achieve your objectives. What were the obstacles? What strategies did you use to address them? Looking back, would you have done anything differently?
- A time when you anticipated problems coming up during the course of a project. Did you take preventative measures to address them? If yes, why did you choose those methods?

If a selection criterion relates to **working effectively with others,** consider writing about:

- A time when you had to develop and maintain productive relationships with others who had differing points of view.
- A time when there was a difficult situation with a colleague or client. What strategies did you use to manage the issue(s)?
- A time when you played an integral role in getting a team (or work group) back on track.

If the selection criterion relates to the ability to **write effectively**, consider writing about:

- A time when you completed a key piece of written work that was well received. To which of your skills do you attribute the success?
- A time when you wrote a key piece of written work that was not well received. What do you think you could have done differently to produce a better result?
- A specific project or program that you were involved with that resulted in improvement in the quality and/or the structure of a major work area.

If the selection criterion relates to **priority setting**, consider writing about:

- A time when you had to balance competing priorities and did so successfully. What strategies and/or resources were needed to achieve this?
- A situation in which you prioritised the elements of a complicated project.
- A time when you dealt with significant workplace change and how you managed your work priorities around this.

If the selection criterion relates to **decision-making**, consider writing about:

- A time when you had to make an important decision with limited facts. What factors did you consider?
- A time when you were forced to make an unpopular decision. Were there alternatives? Why did you feel that it was the best choice? What was the result?

Resume / Curriculum Vitae (CV)

The purpose of a resume or CV is to provide a potential employer with a summary of information about you. It should be concise, and provide a snapshot of yourself and your experience and abilities. Remember that this is a sales document, and that you are selling yourself.

A resume/CV commonly includes:

- **Name and Contact Details**
  Full name and contact details. This does not need to contain your date of birth, gender or marital or family status. It should contain your preferred mailing address, phone contact details and email address if applicable.

- **Education & Training**
  List (beginning with the most recent) your education and training. In most cases it is unnecessary to provide significant detail such as your marks or grades.

- **Employment History**
  List (beginning with the most recent) your employment history. This can contain information like position title, employment dates, employer name, employer description (what was the primary business of the employer), your main duties and your achievements. When listing your duties and achievements just a brief paragraph or dot points outlining the main duties and/or achievements should be sufficient.

- **Volunteer / Community Involvement History / Affiliations**
  If you have previously been or are currently involved with any volunteer or community organisation be sure to mention this on your resume.

- **Work-Related Qualities**
  Provide brief information describing your work-related qualities, such as your skills, knowledge, experience and personal qualities.

- **Referees**
  Generally, DHHS vacancies require two referee contacts. It is recommended that you list the name, position title, address, and contact phone numbers of both your referees. Selection Panels generally prefer to speak to your current or most recent supervisor. If you do not have any work-related referees to provide, it is recommended that you provide referees who know you from other environments who can comment on your work-related qualities.

  Referees may be contacted to verify claim you have made as part or more broadly to provide comment on your work-related qualities in relation to the position. It is therefore important that you nominate referees who are able to discuss your suitability in relation to the Selection Criteria.

  By placing the referees on your application you are consenting to the DHHS contacting your referees. It is good practice to speak to your referees prior to nominating them as a referee, alert them to the vacancy you are applying for, and discuss the required work-related qualities with them. It may be beneficial to send them a copy of the Statement of Duties and your application.

The Selection Panel will contact your referees if required. In most cases written references from your referees are not required to be submitted with your application.

Presentation

Your application should be professionally presented. The use of fancy fonts, colours, images, banners or other elements is unnecessary.

Submitting your application

The DHHS uses an online recruitment system that allows for applications to be submitted electronically via advertisements listed on the Tasmanian Government Jobs Website (www.jobs.tas.gov.au).

You are encouraged to apply online so that you can build your profile with your resume/curriculum vitae (CV), copies of your qualifications and credentials that can be used when applying for positions in the future. You can, however, also apply by emailing your application or sending your hard copy application to the contact person listed on the vacancy advertisement. If sending a hard copy application it is important to consider delivery times to ensure that your application is received before the closing deadline.

If you have any queries regarding how to apply, contact the contact person listed in the www.jobs.tas.gov.au or Gazette advertisement.

Hint – Proof read your application, then proof read again. It can also be beneficial to ask someone else to proof read your application for you.

Late applications

Applications should be received by the closing date. If you cannot submit your application by this time, you must call the contact officer to see if a late application will be accepted and to determine an alternative time for submission. Late applications may be accepted at the Selection Panel's discretion.

The Selection Process

The selection process will usually be undertaken by a panel of at least two people. The composition of the panel may vary depending on the scope and nature of the position to be filled.

The role of the Selection Panel is to develop a recommendation on which applicant(s) are most suited for the position based on their work-related qualities and applying the merit principle.

Shortlisting

Once the application period has closed, the Selection Panel will commence to review the applications and decide which candidates they will shortlist for further selection methods based on merit. This is called shortlisting.

The purpose of shortlisting is to determine which applicants, based on their written application, will progress to further selection methods.

Selection methods

There are a range of selection methods which can be used by the Selection Panel to assist them in assessing applicants' suitability for the position.

Selection methods may include:

- interviews
- work-sample tests
- reference checks
- case studies
- analysis/judgment experiences
- presentations

Interviews

Interviews are a common selection method. Applicants who are invited to attend an interview are usually asked a series of questions based on the work-related qualities required for the position. The purpose of the interview is to provide the applicant with the opportunity to expand on information presented in their application and to enable the Selection Panel to gather further information for the assessment process.

If not already provided, you may be asked to bring the following to your interview or provide it in advance of your interview:

- referee details
- original or certified documentation required to satisfy essential requirements, if listed
- evidence of eligibility to work in Australia (e.g. passport, birth certificate, citizenship, current working visa
- any other relevant information as requested by the Selection Panel.

It is natural to be nervous prior to and during interviews but being prepared can help ease these nerves.

The following steps may be useful when preparing for an interview.

Before the interview

- **Research** the DHHS and the working area or unit as much as possible.
  - Look at the website (www.dhhs.tas.gov.au) or search through newspaper archives for any relevant material.
  - The more knowledge you have, the better prepared you will be

- **Prepare** what you are going to say about your strengths, weaknesses, and goals.
  - It is recommended that you practice general responses but not answers to specific questions. You may find it hard if they don't ask the precise questions you have prepared for.
  - Re-familiarise yourself with the information provided in the position's Statement of Duties

- **Arrive** early to avoid getting stressed or flustered.
  - Know where the interview is and how long it will take to get there.
  - Arrive at least 10 minutes early to find the right office.

- **Bring** the information you have been asked to provide. A pen and notepad for taking notes may also be a good idea.

- **Dress** appropriately.
  - A professional and well-groomed appearance is critical to making a good impression, even if you know the work location is casual.

During the interview

- **Act** appropriately.
  - Try to use the names of the people interviewing you.
  - Display positive body language – smile, shake hands firmly, make frequent eye contact and sit up straight.

- **Listen** carefully to the questions you are asked. Don't be afraid to ask the interviewer to repeat them if necessary. If you are stuck for an answer, ask if you can come back to that question later.

- **Answer** questions as succinctly as possible – cover all your prepared points but don't go into unnecessary detail about people or events that are not strictly relevant.

- **Ask** the interviewers some questions about the priorities of the Agency and/or business unit, the responsibilities of the role and/or the focus of their roles. This demonstrates that you are enthusiastic about the organisation and the position.

After the interview

- Communicate with the contact person if you have any further questions or issues to discuss.

- If you are unsuccessful:
  - thank the caller again for the opportunity to apply
  - express an interest in any further positions which may be advertised
  - take advantage of the opportunity to gain feedback.

Pre-employment Checks

Proof of identity

It is fundamental to employment, safety and security that the DHHS possess complete assurance that the identity claimed by an individual who is employed or intending to be employed is their true identity.

If you are the Recommended Appointee you will be asked to provide identification/documentation which can be used to verify your identity. You will be advised of the categories of identification/documentation you can produce to satisfy this requirement by the Selection Panel. An offer of employment is conditional on provision of the original documents (or certified copies).

Commonly, an identity check is completed as part of the conviction check process (see below).

Conviction checks

The DHHS undertakes conviction checks to help protect the safety and security of our workers, clients and patients.

If you are the Recommended Appointee you will be provided with a Conviction Check Consent Form which must be returned as soon as possible. Unsuccessful applicants are not required to have a conviction check. Conviction checks information does not form part of, or influence, a selection decision.

Once the Recommended Appointee's conviction history information is obtained, an assessment is undertaken which compares any relevant conviction(s)/offences(s) with the duties and responsibilities of the position and any information provided by the Recommended Appointee.

It is important to note that being convicted of an offences(s) does not make an individual automatically ineligible for employment or engagement – all decisions are made on a case-by-case basis. A person with convictions may still be assessed as satisfactory for a particular position, depending on a broad range of factors.

Conviction check information is treated as confidential and securely managed.

Eligibility to Work Checks

All DHHS employees who are not Australian citizens must hold a valid visa that that entitles them to work for the DHHS. Recommended Appointees must provide evidence of their citizenship or immigration status (including their visa type, visa expiry date and visa number). The DHHS will confirm these details with the Department of Immigration and Citizenship.

You may also be required to confirm that you are not currently serving an exclusion period from the Tasmanian State Service and that you have not been subject to disciplinary action in previous employment.

Outcomes and Notification

Offer of an appointment

If you are selected as the Recommended Appointee, you will most likely be made a conditional offer of employment by phone or email. Offers are conditional subject to the satisfactory completion of all pre-employment checks and, where applicable, a review period.

Once the pre-employment checks have occurred you will be sent formal employment documentation, along with onboarding and payroll related documentation.

Unsuccessful applicants

If you are advised that you are unsuccessful, we encourage you to take advantage of the invitation to receive feedback from the Selection Panel. This can help you to understand the Selection Panel's decision and to discuss ways in which you may improve future applications or interview performance.

Appendix 1 – Addressing Selection Criteria Template

Selection Criterion	**S**ituation	**T**ask	**A**pproach	**R**esult
1				
2				
3				
4				
s				