



Information for applicants

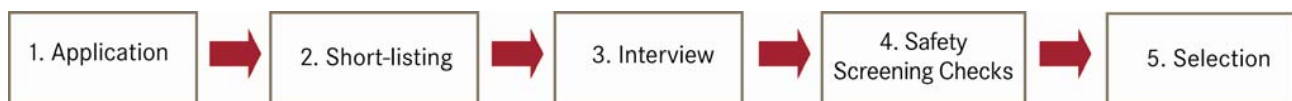
The Department of Human Services is committed to making a positive difference for Victorians most in need through the provision of housing and community services. The department plans, funds and delivers community and housing services in line with the government's vision for making Victoria a stronger, more caring and innovative state. Three metropolitan and five rural regions deliver direct services, as well as funding and regulating services provided by agencies. We are focussed on improving people's lives and reducing their experience of disadvantage. Whether in a direct care role or working behind the scenes, we are people committed to making this difference.

The department values diversity, is an equal opportunity employer, and encourages applications from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and from people with disabilities.

The following information provides details about the Department of Human Services' (the department) recruitment and selection process. The selection process will normally take between six and eight weeks after applications close.

An important component of the recruitment process is safety screening which is designed to ensure that we select people who will uphold the department's organisational values and provide a safe environment for our vulnerable clients.

The recruitment process is comprised of five stages:



Things to consider before applying:

Read the Job Description

Applicants should read the job description and consider whether they are able to meet the inherent requirements of the role and if they meet any required mandatory qualifications.

Eligibility to work in Australia

To gain employment with the department, applicants need to be either:

- an Australian citizen. (A birth certificate, citizenship certificate or Australian passport is proof of eligibility);
- a permanent resident of Australia;
- a New Zealand citizen who has entered Australia on a valid passport. A valid New Zealand passport is proof of eligibility to stay and work in Australia without restriction; or
- a non-citizen with a valid visa which provides the right to work in Australia. A current passport with the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only apply for casual, temporary or fixed term roles that do not extend beyond the visa expiry date. Visitors on a Working Holiday visa are permitted to work in a temporary or casual role, but for no longer than six months with any one employer.

1. Application

The job description will state any mandatory or preferred qualifications and specialist expertise required, while the key selection criteria (KSC) outline the knowledge, skills and personal qualities needed to do the job. The department no longer requires candidates to address each of the KSC in a separate document, except for child protection roles.

Applicants should submit the following documents by the closing date:

1. an on-line application form via www.careers.vic.gov.au (preferred option). A hard copy application is available from www.dhs.vic.gov.au/careers/vacancies.htm if applying by post
2. a cover letter (maximum 2 pages) which outlines the applicant's suitability for the role
3. a current resume (3-5 pages long) which should:
 - contain accurate, succinct and relevant information which supports the application
 - include the applicant's contact details, work experience and qualifications
 - include contact details for two referees, including the current or most recent supervisor.Applicants should let their referees know that they may be contacted about the application.

If applicants apply on-line and have provided email contact details, they will receive an automated acknowledgement, alternatively they will receive written acknowledgement if they send in a hard copy application.

2. Short-listing

The selection panel will assess all the information that applicants provide to determine whether they will be short-listed for interview, initially focusing on knowledge and skills, specialist expertise and desirable/mandatory qualifications. Personal qualities will generally be assessed at interview and through reference checking for those candidates who progress to these stages.

If applicants are short-listed, they will be invited to attend a panel interview and/or an assessment centre. Applicants who are not short-listed will be notified in writing.

3. Interview

A panel will generally be comprised of three people of mixed gender and the interview will normally take between 45 minutes and an hour. An assessment centre process may include group interviews and/or role-play situations and the timing will vary.

At interview, the panel will ask questions related to the KSC detailed in the job description. They will use 'behavioural' style questioning where applicants will be asked to provide details of their direct experience against the KSC. Where further assessment is required, a second interview may also be undertaken.

In some instances work sampling using one or more tasks which are representative of the capabilities established for the role, (e.g. a case study or in-tray exercise) is undertaken.

At the interview, applicants need to provide:

- proof of identity (see below)
- proof of qualifications (original)
- if the applicant is a non-resident of Australia, they need to provide their working visa. The application will not proceed if a current working visa is not provided.
- Working With Children Check (WWCC) card or receipt of application for the WWCC (see below) if applicable to the role.

Applicants will also need to complete a consent form to obtain a national criminal history check and a form to authorise payment of employment screening costs (see below). If they are not identified as a competitive applicant, this information will not be used, the national criminal history check will not be submitted and all proof of identity documentation will be destroyed.

4. Safety screening checks

Competitive applicants need to undergo a series of safety screening checks before selection to any position with the department. Employment safety screening is integral to the department's recruitment and selection process. However, safety screening is not a means in itself of precluding people with an adverse history from employment with the department. The relevance of any history will be assessed strictly in relation to the work environment and the inherent requirements of the role.

No offer of employment will be made until all safety screening requirements are met.

Working with children check

The WWCC is a mandatory screening process for all people in Victoria who work or volunteer directly with children. Applicants for child protection, juvenile justice and some disability services roles are required to apply and pay for a WWCC or produce a current WWCC card prior to receiving a job offer. A receipt of payment for application or an actual WWCC card is required as evidence.

It is an offence under the *Working with Children Act 2005* for the department to employ a person in a role that requires working directly with children unless they have undertaken a WWCC.

The WWCC assesses an individual's criminal history and professional disciplinary record, specifically focussing on offences that present a risk to children's safety. Applicants automatically pass the WWCC if they have no relevant criminal offences or professional disciplinary findings. The check is valid for five years and is monitored by the Department of Justice. WWCC application forms are available from participating Australia Post outlets.

For more information on the WWCC please visit the following website:

<http://www.justice.vic.gov.au/workingwithchildren> or call the confidential information line on 1300 652 879. Applicants who already hold a WWCC card and have changed their contact details or commence work at this department, must update their records via the following link:

<http://www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children/Home/Maintaining+Your+Check/>
Please ensure the current employer states Department of Human Services (Recruitment Services); Level 11, 50 Lonsdale Street, Melbourne.

Reference checks

Reference checks will be conducted on competitive applicants. The reference check will include questions relating to the applicant's skills and experience against the KSC, as well as previous conduct and behaviour in the workplace.

Proof of identity (PoI) check

As part of the national criminal history check applicants are required to provide original and current documents to establish their identity. Details of appropriate PoI can be found at Step 4, Section 2 under PoI Schedule at: <http://www.dhs.vic.gov.au/operations/careers/vacancies/all-other-applicants>

The PoI check establishes identity by verifying the following:

- the commencement of identity in the community
- the link between identity and the applicant as shown by photo and a signature
- evidence of identity operating in the community
- evidence of identity's current residential address.

National criminal history check

National criminal history checks are conducted to establish if an individual has a criminal record and to assess the relevance of that record within the context of the department's work environment and the role being applied for.

The cost for this check is approximately \$20 exclusive of GST, which will be deducted from the successful candidate's first payment. Unsuccessful candidates will not be charged for the check.

The results of the national criminal history check will remain the property of the department and will be stored in line with the *Information Privacy Act 2000* and the *Fair Work Act 2009* (see privacy statement below). For information on what will be released in the check, please contact Victoria Police or the relevant police jurisdictions in which the offence may have occurred.

International police check

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit this as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au, and can be searched for under the phrase, 'penal clearance certificate.'

Pre-employment medical check

A pre-employment medical check is required for some direct care positions or roles with particular physical demands. All competitive applicants for roles with particular physical demands are required to complete the medical check to ensure the applicant is capable of meeting the inherent requirements of the role.

A medical practitioner nominated by the department or the applicant's personal medical practitioner, who has been treating them for more than two years, will conduct the medical check assessing the applicant's capacity to safely, independently and productively perform the genuine and reasonable requirements of the position.

The genuine and reasonable demands of the position have been documented in a pre-employment medical assessment report. The medical practitioner is asked to indicate whether the applicant is

able to safely, independently and productively perform each activity without placing themselves, co-workers and/or clients at risk.

5. Selection

Successful applicants will be advised verbally, followed by a formal letter of offer. A signed copy of the letter must be returned as an indication of acceptance.

Other relevant information

Privacy statement and storage requirements

The department collects personal information for the purposes of processing and considering applications for employment. Information collected from applicants is used only for this purpose and personal information will not be disclosed unless authorised by the applicant or as permitted or required by law.

Information is treated as confidential and managed in accordance with the department's Privacy Policy and the *Fair Work Act 2009*, although the department may disclose personal information contained in the application to nominated referees in order to verify the applicant's statements. Sensitive and health information is only collected and disclosed with the applicant's consent or as permitted by law.

Failure to provide some or all of the information requested may result in the application not being progressed. Applicants are able to request access or correct the information held about them under the *Freedom of Information Act 1982*. Applicants should contact the Corporate Integrity Information and Resolutions Unit, Department of Human Services, if they wish to obtain a copy of the department's Privacy Policy.

Reasonable Adjustment Policy

The department will provide reasonable adjustments for persons with disabilities who are employees or applicants for employment. The Reasonable Adjustment Policy applies in three broad areas: recruitment and promotion; modification of work tasks; and modification of work area. Please see below for contact information if applicants need assistance.

Code of Conduct

All departmental employees are required to comply with the Code of Conduct for Victorian Public Sector Employees. Explanatory booklets are provided with any subsequent employment.

Health and Safety

The department has a significant number of policies, guidelines, procedures and risk assessment tools to minimise Occupational Health & Safety (OHS) risks in the workplace. Employees are required to be familiar with, adhere to and use or manage the relevant policies, guidelines, procedures and risk assessment tools.

While at work employees must take reasonable care of their own health and safety; take reasonable care for the health and safety of persons who may be affected by their actions and cooperate with the Department on actions taken by the Department to comply with the Occupational Health and Safety Act.

Emergency Management

Emergency response work is also core business for the department. Employees may be required to contribute to emergency management activities as they arise.

Agreement/Award Coverage

Most departmental roles are covered by the extended and varied *Victorian Public Service Agreement 2006*.

Disability workers in group homes, crisis and respite facilities, congregate care facilities and some case managers in Disability Client Services are covered by the *HSUA (Health Services Union of Australia) Department of Human Services Disability Services Agreement 2004*.

Contact information

Aboriginal and Torres Strait Islander applicants can contact the Senior Project Officer, Aboriginal Employment on 9096 7143 for advice and support with the recruitment process. If applicants need assistance or adjustments to fully participate in the application or interview process, they should contact the person listed in the job description.