



Information for Applicants



The Victorian Department of Human Services is committed to improving people's lives. From the services the department delivers to the partnerships it forms, it is focused on ensuring the community's wellbeing, protecting our children and young people from harm, providing housing to those most in need, helping those with a disability participate fully in the community and working with young people involved in the criminal justice system.

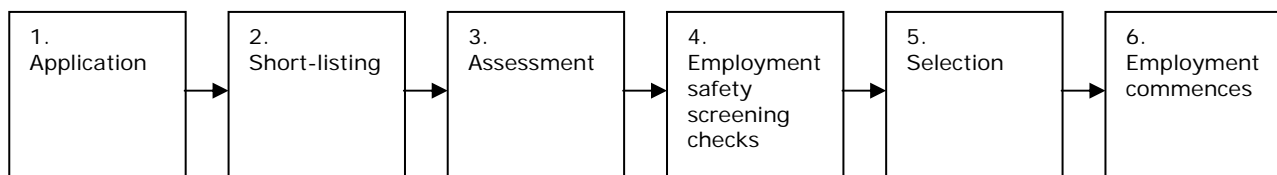
We work to tackle social disadvantage, strengthen communities, support families and help children reach their full potential.

The Department of Human Services is committed to recruiting and retaining the best staff. The department's recruitment process, which integrates employment safety screening tasks, is designed to ensure the department selects people that are able to provide quality services and a safe environment to our vulnerable clients and accordingly uphold the department's organisational values.

The following information is provided to assist you with the department's recruitment and selection processes.

The selection process may take approximately six weeks after applications close. You will receive written acknowledgement of receipt of your application within one week of the closing date. If you apply on-line, you will receive the acknowledgement as an automated response where an email contact address has been provided.

The recruitment process comprises of several steps:



Eligibility to work in Australia

Before you apply for a role within the department it is important that you review your eligibility to work in for the Victorian Government.

To gain employment with the Victorian Government you need to be:

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



1. Application

Understand the job

You will need to fully understand the job requirements to be able to demonstrate that you are the best person for the job. Read the job description and understand all the responsibilities or tasks. The job description will clearly state any mandatory or preferred qualifications and specialist expertise required. The key selection criteria outline the knowledge and skills, and personal qualities needed to do the job.

What you need to know:

The department no longer requires candidates to address each of the key selection criteria separately in a written document. This will save you time with the preparation of your application.

To maximise your opportunity for the role you are applying for, you are asked to submit the following documents:

- An on-line application form (standard through the on-line process and the preferred option) **or** a '[Hard Copy Application for Employment](#)' form is available from our careers website if applying by post.
- A cover letter.
- A current resume.

Note: Copies of mandatory qualifications (where applicable) may need to be presented at interview.

Your cover letter should:

- outline your suitability for the job
- succinctly outline your claims, by way of your achievements and results (bearing in mind the key requirements of the role)
- be limited to two pages.

Your resume should:

- contain accurate, succinct and relevant information supporting your claims for the advertised job
- include your personal details, work experience and qualifications
- include contact details of two referees, including your current or most recent supervisor
- be between 3-5 pages long.

What you need to do:

On-line (preferred option) – complete the online application form and attach a cover letter and your resume by the closing date.

Post – complete a hard copy of the application form and post this together with your cover letter and resume, ensuring that it is received by the closing date.

Contact information



If you have any queries regarding the role of the position please direct them to the contact person specified in the job description. Indigenous applicants can contact the Senior Project Officer Aboriginal Employment on (03) 9096 7143 for advice and support with the recruitment process.

2. Short-listing

What you need to know:

The selection panel will assess all the information you provide to determine whether you 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 you are short-listed, you will be invited to attend a panel interview and/or an assessment centre. A panel will generally be comprised of three people of mixed gender and the interview will 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.

If you are unsuccessful in being short-listed for interview, you will be notified in writing.

What you need to do:

Prepare for the assessment by reviewing your personal qualities, knowledge and skills, specialist expertise and desirable/mandatory qualifications against the information contained in the job description, anticipate questions and research the job environment and context.

3. Assessment

What you need to know:

In an interview, the panel will ask questions related to the key selection criteria detailed in the job description.

The panel will use 'behavioural' style questioning¹ where you will be asked to provide details of your direct experience against the key selection criteria, incorporating personal qualities and knowledge and skills. This is best achieved through you providing information on the context or situation you faced, the action taken by you and the result or things learnt by you through the action taken.

In some instances work sampling using one or more tasks which are representative of the capabilities established for the particular role, such as Case Studies or In-Tray Exercises are also undertaken.

Where further assessment is required a second interview may also be undertaken.

Following interview, referee checks will be conducted on competitive applicants.

What you need to do:

¹ Behavioural style questioning probes for specific examples of an applicant's behaviour in situations similar to those that will be found in the new job.



Let your referees know that they may be contacted about your claims for the role.

If you are a non-resident of Australia, please provide your working visa at interview. Failure to produce a working visa will result in your application not proceeding.

In some cases, interview panels will ask you to provide, at interview, evidence of the mandatory qualification (where applicable), evidence of your identity and your consent to obtain a national criminal history record check. If this is the case, you will be notified of this prior to the interview.

If you are not identified as a competitive applicant, this information will not be used and the national criminal history record check will not be submitted. These documents will be securely destroyed.

4. Employment Safety screening checks

What you need to know:

Safety screening is integral to the department's recruitment and selection process. The following safety screening checks are required to be undertaken before selection to any position with the department:

- comprehensive referee checks
- a proof of identity check
- a national criminal history record check.

The following safety screening checks are required to be undertaken before selection for some positions (please refer to advertisement and job description):

- a Working with Children check
- a pre-employment medical check.

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 role.

Referee checks

What you need to know:

Referee checks are generally undertaken on competitive applicants. The referee check will include questions relating to your skills and experience against the key selection criteria, as well as your previous conduct and behaviour in the workplace.

Conduct and behaviour questions will be related to the Department of Human Services' five core values, as detailed on the job description. Information will be sought from your nominated referees. If the panel determines that they need to speak to another referee, they must inform you **prior** to making contact.

What you need to do:

Provide a minimum of two referees, including your current or most recent supervisor in your application.



Working with Children Check

What you need to know:

The working with children check (WWCC) is a new mandatory screening process that is currently being introduced for all people in Victoria who work or volunteer directly with children. A receipt of payment is required as evidence of this. 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 passed the WWCC.

The check involves the assessment of an individual's criminal history and professional disciplinary record, with a focus specifically on offences that present a risk to the safety of children. Applicants will automatically pass the WWCC if they have no relevant criminal offences or professional disciplinary findings. The check will be valid for a period of five years and will be monitored by the Department of Justice.

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.

What you need to do:

Applicants should apply for a WWCC prior to receiving a formal employment offer. The following steps need to be undertaken to apply for a WWCC:

- Collect an application form from a participating Australia Post outlet.
- Complete the application form and gather necessary proof of identity documents
- Apply for a WWCC at a participating Australia Post outlet.
- The cost of the WWCC is approximately \$80. Please see the website (<http://www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children/Home/Application+Process/How+to+Apply/>) for details.

You will be required to provide proof of your WWCC application receipt to the department.

People who already hold a WWCC card and have recently changed their name, home address, contact phone numbers or commence work at this department, must also update their records via the following link:

<http://www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children/Home/Maintaining+Your+Check/>

National Criminal History Record Check

What you need to know:

A national criminal history record check is undertaken on all highly competitive applicants. It is 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.

If your employment application is not successful, any documentation collected will be securely destroyed.

The cost for a national criminal history record check is approximately \$25 inclusive of GST and this amount will be deducted from the successful candidate's first payment.



The results of the national criminal history record check will remain the property of the Department of Human Services, and will be stored in line with the Information Privacy Act 2000 (see privacy statement below).

For information on what will be released in the police record check, please contact Victoria Police or the relevant police jurisdictions in which the offence may have occurred.

What you need to do:

If you are identified as a competitive applicant, you will need to complete:

- a Consent to Check and Release National Criminal History Record and Proof of Identity form
- an Authority for Payment of Employment Screening Costs form.

Proof of identity check

As part of the national criminal history record check you are required to establish your identity.

What you need to know:

The proof of identity check establishes your identity by verifying the following:

- The commencement of the identity in the community, for example, your birth certificate.
- The link between the identity and the applicant by means of a photo and a signature, for example, your driver's licence.
- Evidence of identity operating in the community, for example, your current credit card.
- Evidence of identity's residential address.

What you need to do:

If you are identified as a highly competitive applicant you will need to provide original documents to prove your identity.

Pre-employment Medical Check

What you need to know:

A pre-employment medical check is required for direct care positions or where the position has particular physical demands. This is undertaken to ensure the applicant is capable of meeting the physical demands of the position.

A medical practitioner nominated by the department or your personal medical practitioner, who has been treating you for more than 2 years, will conduct the medical check. The medical practitioner will assess you against your 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 or not you are able to safely, independently and productively perform each activity without placing yourself, co-workers and/or clients at risk.

What you need to do:

All competitive applicants for roles with particular physical demands will be required to complete the pre-employment medical check.



5. Selection

If you are offered employment with the department, you will be advised verbally and then a formal letter of offer will follow. The letter of offer will provide information regarding the position, title, region/branch location, commencement date and salary. You will be required to sign and return a copy of the letter of offer as an indication of your acceptance.

6. Other relevant information

Privacy statement and storage requirements

The Department of Human Services collects personal information for the purposes of processing and considering your application for employment. We will use the information we collect from you only for this purpose and will not disclose personal information unless authorised by you or as permitted or required by law.

The department may disclose personal information contained in your application to nominated referees in order to verify statements contained in your application. Sensitive and health information is only collected and disclosed with your consent or as permitted by law. Your information is treated as confidential and managed in accordance with the Department of Human Services Privacy Policy. Failure to provide some or all of the information requested may result in your application not being progressed. You are able to request access or correct the information we hold about you under the Freedom of Information Act 1982. Please contact the Corporate Integrity Information and Resolutions Unit, Department of Human Services, if you wish to obtain a copy of the Department of Human Services Privacy Policy.

Reasonable Adjustment

It is the policy of the Department of Human Services to provide Reasonable Adjustments for persons with disabilities who are employees or applicants for employment. If you need assistance or adjustments to fully participate in the application or interview process please contact the person listed in the job description.