



## Information for Applicants – Entry Level Child Protection



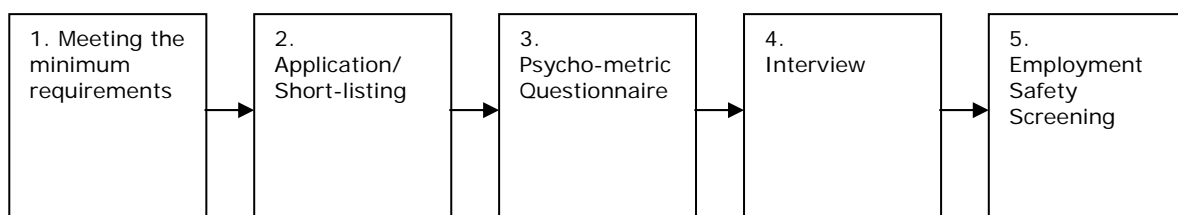
The Department of Human Services is the largest Victorian government department directly employing over 11,000 staff. It provides, funds and regulates a range of services to people throughout Victoria. The services provided directly include public rental housing, disability accommodation, child protection, juvenile justice and some mental health services. Three metropolitan and five rural regions deliver the direct services as well as funding and regulating services provided by agencies within the department's portfolio.

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 of Child Protection Practitioners.

The recruitment process takes approximately six weeks from the date of advertisement. 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:



### 1. Meeting the minimum requirements

#### Mandatory Qualifications

Bachelor of Social Work or Diploma of Community Welfare Work. Other tertiary qualifications at Diploma level or above will be considered **only** if they include units of study in case management/casework practice and supervised practical work placements in relevant fields. For clarification on the eligibility of your qualifications, please contact DFP Recruitment Services (1300 888 033) prior to applying.

It is also highly desirable that you hold a current Victorian Drivers Licence.

## 2. Application/Shortlisting

### Understand the job

If you don't fully understand the job requirements you may have difficulty demonstrating that you are the best person for the job. Read the job description and understand all the responsibilities or tasks. The key selection criteria outline the qualities, knowledge and skills needed to do the job. The job description will also clearly state any mandatory or preferred qualifications.

### What you need to know:

As with most professional positions a child protection practitioner requires formal application documents to assist the department to assess applications. 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 available from DFP Recruitment Services (1300 888 033) if applying by post.
- A statement of experience, knowledge and skills and personal qualities against each of the key selection criteria. This is available online or, if submitting a hard copy, attach to your application.
- A current resume (which should include a statement of any formal qualifications obtained)  
**Note:** Copies of mandatory qualifications (where applicable) may need to be presented at interview.
- Names and contact details of at least two current referees, preferably including your current supervisor and/or previous supervisor.

It is highly recommended all these documents are completed and submitted electronically via the department's e-Recruitment system at [www.dhs.vic.gov.au/careers](http://www.dhs.vic.gov.au/careers). A hard copy application is available by calling DFP Recruitment Services.

### What you need to do:

Submit the documentation listed above by the closing date.

### Contact information

If you have further questions about the employment process you can contact DFP Recruitment Services via their helpline on 1300 888 033.

Indigenous applicants can contact the Indigenous Recruitment and Career Development Co-ordinator on 9096 9367 for advice and support with the recruitment process.

## 3. Psychometric Testing

### What you need to know:

The job of a child protection practitioner is rewarding and challenging. It requires unique people with a unique set of skills.

As part of the selection procedure, applicants will be required to participate in a Psychometric Questionnaire exercise. This will consist of answering several different questionnaires.

Many years of research, both in Australia and overseas, has defined a number of abilities and personality traits which tend to predict success in this role. For example, people with good team work skills, strong interpersonal skills and sound decision making skills are some of the many factors that are considered.

### **What you need to do:**

If you are shortlisted, you will be invited to complete the questionnaire. Two days are set aside for administration of the questionnaires during each recruitment cycle. Please make a note of these dates and make tentative arrangements in anticipation of an invitation.

You will need to bring proof of identification, for example drivers licence, and proof of your qualifications (original).

You will also be required to provide a minimum of two referees.

Allow four hours to complete the tests. Some applicants find they complete the questionnaires sooner, others find that they need the full time.

For Melbourne based applicants, the testing is administered by DFP Recruitment Services at their offices in central Melbourne. For rural applicants, the testing is administered in a rural regional office in the region they have applied for, or they may attend the DFP Recruitment Services offices in Melbourne.

## **4. Interview**

### **What you need to know:**

Having completed the preceding selection activities, applicants are invited to participate in an interview at the offices of DFP Recruitment Services in central Melbourne.

Upon arrival, applicants are asked to read a hypothetical scenario. Applicants complete a written response outlining their decisions, actions and rationale.

In the interview, applicants are asked behavioural-based questions about their work practices and experiences. The interview is designed to provide applicants with the opportunity to illustrate their strengths and attributes.

The interview panel consists of one specialist recruiter from DFP Recruitment Services and two senior representatives from Child Protection. The interview process will also provide an opportunity for applicants to ask questions about Child Protection and the department.

From 1 July 2006 applicants for child protection and juvenile justice roles are required to apply and pay for a Working with Children Check prior to receiving a job offer. 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.

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

### **What you need to do:**

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 police record check.

If you are not identified as a competitive applicant, this information will not be used and the police record check will not be submitted. These documents will be securely destroyed. Provide receipt of your application for your WWCC at the interview.

## 5. Employment safety screening checks

If you successfully complete the preceding stages you will be considered highly competitive and will need to undergo the following checks.

### What you need to know:

Employment 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:

- Working With Children Check
- Comprehensive referee checks.
- A proof of identity check
- A National Police Records check.

Employment 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.

### 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 \$70.

You will be required to provide proof of your WWCC application to the department during the interview process.

People who already hold a Working with Children Check 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 ([Notification of Change of Personal Details Form](#))

## 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 resume.

## National Police Records Check

### What you need to know:

A National Police Record Check is undertaken on all 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.

Competitive applicants will be required to undergo and pay for a Police Check. The cost for a Police Check is \$22.66 inclusive of GST, as at 4<sup>th</sup> December 2006, and this amount will be deducted only from the successful candidate's first payment.

The results of the National Police Records Check will remain the property of the Department of Human Services, and will be retained for the three months following the completion of the recruitment process and then securely destroyed 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 Check and Release National Police Records Consent form
- An Authority for payment of Employment Screening Costs form

## Proof of identity check

As part of the National Police Records 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 a 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 competitive applicant you will need to provide original documents to prove your identity.

## **6. 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, regional/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.

Formal orientation will then commence for you with the *Beginning Practice* program.

## **7. 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 Privacy Unit, Department of Human Services, if you wish to obtain a copy of the Department of Human Services Privacy Policy.

### **Reasonable Adjustment Policy**

The department's Reasonable Adjustment<sup>1</sup> Policy applies to applicants and existing staff who have a disability. The individual with the disability bears the responsibility for identifying the need for modification of duties or the physical environment.

If you are an applicant with a disability, the department encourages you to discuss possible reasonable adjustment requirements, preferably after a visit to the work site prior to interview.

The Reasonable Adjustment Policy may occur in three broad areas: recruitment and promotion; modification of work tasks; and modification of work area.

For further information, please telephone the *Contact for Information* shown at the top of the job description.

The Department of Human Services values diversity, is an equal opportunity employer and encourages applications from Indigenous people.

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<sup>1</sup> Reasonable adjustment is the removal of physical and organisational barriers, which unnecessarily prevent the employment, or limit the performance or advancement of people with disabilities within an organisation. Employers must be prepared to resource any reasonable adjustments that may be required to enable a person with a disability to undertake the work. The concept of reasonable adjustment is also often referred to as 'reasonable accommodation'.