

Metro North Information for Applicants

About Metro North Hospital and Health Service (MNHHS)

Metro North Hospital and Health Service (Metro North HHS) is an independent statutory body overseen by a Hospital and Health Board. It is the largest of 16 Hospital and Health Services in the Queensland Public Health system. It covers an area of 4157 square kilometres and serves a population approaching 900,000 people. Metro North HHS is unique in its composition in that two of its five hospitals are tertiary facilities that provide statewide super specialty services such as Heart and Lung Transplantation, Burns, and Positron Emission Tomography (PET). Metro North HHS has a range of subacute, post acute, community based health services to support patient discharge and hospital avoidance as well as a number of residential facilities, Oral Health Services and a fully integrated Mental Health Service including both community and hospital based care.

Things to consider before applying

Metro North HHS encourages you to apply for roles that are relevant to your experience, skills, qualifications and interest. Before you apply:

- review the role description to gain a broad understanding of the role
- consider if you are the right person for the job
- determine if you possess any mandatory qualifications and/or professional registrations that may be a requirement of the role

Do you need more information? Simply call the contact person listed on the role description.

Are you eligible to work with us?

Metro North HHS applicants need to be either:

- an Australian citizen

- a permanent resident of Australia
- a New Zealand citizen who has entered Australia on a valid passport; or
- a non-citizen with a valid visa

Some positions in Metro North HHS will require minimum mandatory qualifications/professional registrations/other requirements.

These will always be listed in the role description.

The selection panel will be required to assess your qualifications, therefore international/overseas applicants may need to get formal recognition of your qualifications before applying or provide a statement which shows the Australian equivalent of your qualifications.

Why should you join the team?

Metro North HHS offers rewarding career opportunities across a wide range of areas from medicine to maintenance, nursing to nutrition, pathology to patient liaison.

Work for us and be part of a world-class health service that actively embraces technology, training, teamwork and supports your career ambitions.

Metro North HHS is committed to your continued learning and development. Comprehensive and systematic training will assist you in your role and prepare you for your future career opportunities.

Balancing work and life

Most employees have access to flexible working arrangements.

Metro North HHS values the contribution of employees with family responsibilities to the delivery of quality services. This includes support for mothers returning to work after parental leave.

You will have access to an Employee Assistance Service (EAS). The EAS is a free confidential counselling service to assist employees with personal or work-related problems.

Remuneration and employment conditions

Leave	<ul style="list-style-type: none"> Generous cumulative leave entitlements, including extra annual leave for work on public holidays, family leave to care for family members (such as sick children), long service leave, paid parental leave, sick leave and leave without pay to travel Recreation leave loading of 17.5%
Allowances	<ul style="list-style-type: none"> Shift and on-call allowances
Rural and remote incentives	<ul style="list-style-type: none"> A range of allowances, bonuses and other incentives for some employees working in rural and remote areas
Salary packaging	<ul style="list-style-type: none"> Salary packaging is a tax effective way of receiving your salary as a combination of income and benefits. Salary packaging allows you to deduct some of your pre-tax income and use it to pay for benefits. By reducing your pre-tax income you can reduce the amount of tax you pay and increase the amount you take home each fortnight To find out more about your salary packaging options contact either RemServ on 1300 30 40 10 or SmartSalary on 1300 218 598.
Superannuation	<ul style="list-style-type: none"> Employer contribution up to 12.75% Salary packaging for employee superannuation contributions QSuper is the superannuation fund for employees of Queensland Government departments, authorities and enterprises For information on the QSuper superannuation scheme, including account options and benefits, visit www.qsuper.qld.gov.au

Preparing your application

It is important to prepare an application that best represents you and what you can offer. An ideal application will demonstrate why you are the best person for the job and how your experience, abilities, knowledge and personal qualities are relevant for the role.

The requirements for your application are in the 'How to apply' section of the role description. Hiring managers will always request a copy of your resume as part of an application process.

Resume

Your resume is you on a page - your information and your experience and career highlights. You may like to include:

- personal details – your date of birth or marital status is not required.
- career summary or career objective
- career history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- education qualifications (if applicable)

- training and/or professional memberships
- referees' details.

Hiring managers may also ask for or use a range of application assessment methods including:

- cover letter
- written application
- applicant screen
- psychometric testing
- phone screen

Covering letter

A cover letter is like the introductory handshake at an interview. It's a personal greeting on paper or in an email that breaks the ice and introduces you to Metro North HHS. It outlines why you're making contact and why you'd be a valuable employee.

It should specify the role you are applying for and summarise how your experience, education, skills and work preferences relate to the requirements of the role.

Written application

If the role you are applying for requires written skill and ability, the selection panel may ask you to provide a written response to set questions relating to the role requirements.

Your written application should be clear and succinct. You may like to structure your examples using the 'STAR' methodology

Situation - a brief outline of the situation for your example

Task - the task that you performed in the particular situation

Action - the action/s you undertook to achieve the situation

Result - the outcomes from your actions and results of the overall situation

Applicant screen

An applicant screen is also where you may be asked to include written responses to questions relating to the 'How will you be assessed?' section. However these are generally shorter and more specific questions, in some instances they could be multiple choice.

Phone screen

A phone screen may be used to clarify aspects of your resume and gain understanding of your motivations for applying. It may also include some questions about your skills and experience.

Referees

It is ideal if you provide the names and contact details of two (2) referees in your resume or covering letter.

When possible, your referees should be current or previous employers, managers or supervisors who can comment on your recent performance in the workplace. It is important for you to advise your referees prior to providing their details.

The selection panel will only contact referees that you have nominated and may ask for alternatives.

Late applications

If you would like to submit an application after the closing date, please contact the nominated contact person indicated on the role description immediately. Late applications are accepted at the discretion of the selection panel and cannot be lodged online.

Withdrawing an application

To withdraw your application:

- **Before the closing date:** Withdraw your application online or advise Recruitment Services using the contact details on the role description.
- **After the closing date:** Advise Recruitment Services using the contact details on the role description

Selection

The selection panel, consisting of two or more people, will conduct the selection process.

Assessment methods used by Metro North HHS include but are not limited to:

- phone, written and/or CV screening
- interviews (face to face and telephone)
- work samples review
- work based demonstration or presentation
- role plays
- skills testing
- psychometric testing
- referee reports

Anti-discrimination, equal employment opportunity and reasonable adjustment

Our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the *Anti-Discrimination Act 1991*.

Metro North HHS is committed to ensuring our workplaces are free from all forms of harassment and discrimination. We are an Equal Employment Opportunity (EEO) employer and encourage applications from all members of the community, including those from EEO target groups. If you have any special requirements, please let us know when we contact you.

Metro North HHS is committed to 'reasonable adjustment' within the workplace. 'Reasonable adjustment' means that the employer should, where it is necessary and reasonable to do so, make modifications and adjustments to the workplace to meet the individual needs of people with special requirements.

Merit

The basis for selection within Metro North HHS is the merit of each applicant in relation to the key attributes and key responsibilities of the role. Each applicant's abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the role are considered by the selection panel when determining merit.

Interview

The selection panel may choose to conduct interviews.

Prior to your interview or your participation in another assessment method such as work based demonstrations, it is recommended you review the role description to ensure you fully understand what the panel will be looking for.

The selection panel may ask you to discuss how your experience, skills and career interest, matches the role requirements outlined in the role description.

Interviews provide you with the opportunity to:

- outline how your experience is relevant to the role
- discuss how you meet the requirements of the role
- indicate how you would respond to situations that may arise if you were working in the role
- describe your previous achievements or responses to situations relevant to the role; that is, examples of your previous work. This may also include your personal qualities and potential for development

At an interview, be prepared to discuss examples of your work. You will assist the selection panel in understanding your previous work achievements if you provide your examples using the previously mentioned STAR methodology.

You may also want to prepare questions to ask the selection panel members to clarify aspects of the role, the selection process or employment conditions.

Probity checks

Metro North HHS needs to verify that the information provided by you is true and correct. This includes confirming your qualifications or previous employment details. If we receive information that varies from what you have provided, we will seek clarification from you.

Any statement in an application that is found to be deliberately misleading will result in disqualification from further consideration. If you are already employed in the Queensland Public Service, it may be grounds for disciplinary action.

Criminal history check

Criminal history checks are a routine part of the pre-employment screening process carried out by Metro North HHS. Rigorous policies and procedures are in place to safeguard the public and employees.

Serious discipline history

Under the *Public Service Act 2008* (PSA) and the *Hospital and Health Boards Act 2011*, an applicant for a Metro North HHS role will be required to disclose any previous serious discipline history taken against them.

Disclosure

Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workerscompensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003) (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workerscompensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>)

Working with children check

For some Metro North HHS roles, you must be deemed suitable to work in child-related employment in accordance with the *Commission for Children and Young People and Child Guardian Act 2000* (Qld).

Metro North HHS has a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. Metro North HHS has an obligation to ensure that employees and other persons engaged in aged care services meet the National Police Certificate requirements of the *Aged Care Act 1997 (Cwlth)* and they are not disqualified from aged care services roles because of certain criminal convictions.

Additional checks are undertaken for Director of Nursing and Nursing Officer Grade 7 and above roles in aged care facilities, which have been identified as 'key personnel' for the purposes of the *Aged Care Act 1997 (Cwlth)*. The Act requires that a person cannot be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

Hepatitis B immunisation

Hepatitis B immunisation or proof that an individual is not susceptible to Hepatitis B is a condition of employment for health care workers in Metro North HHS who have direct patient contact (for example, Medical Officers, Nurses and Allied Health staff) and staff who may be exposed to blood or bodily fluids (such as through exposure to contaminated sharps).

Health care workers in Metro North HHS whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B or provide proof that the individual is not susceptible to Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.

Vaccine Preventable Diseases Requirements

From 1 July 2016, a change to Queensland Health policy will require people working in certain roles to provide evidence that they have been vaccinated against or are not susceptible to specified vaccine preventable diseases (VPDs).

Those VPDs are:

- Measles, Mumps, Rubella (MMR)
- Whooping cough (Pertussis)
- Chicken pox (Varicella)
- Hepatitis B
- Hepatitis A
- Tuberculosis
- Japanese encephalitis

Please refer to the role description and/or advertisement of a position to confirm whether it is a VPD risk role. If you are unsure, please contact the hiring manager or contact your local recruitment team.

Notification of outcome

The hiring manager will notify you in writing of the outcome of your application. The successful applicant's name may also be published in the Queensland Government Gazette and/or the Queensland Health Services Bulletin.

Feedback and access to selection process information

If you would like feedback regarding the selection process, you should contact the Chair of the Selection Panel in the first instance. You may also seek access to documents concerning the selection process under the *Right to Information Act 2009* (Qld) (the RTI Act) or the *Information Privacy Act 2009* (Qld) (IP Act). There are limits on what we can disclose to candidates under the RTI or IP Acts.

The Office of the Information Commissioner Queensland has an Information Sheet 'Accessing information following a government recruitment process' which explains how individuals can apply to access documents relating to a recruitment process held by a Queensland government agency.

<http://www.oic.qld.gov.au/guidelines/for-community-members/information-sheets-access-and-amendment/accessing-information-following-a-government-recruitment-process>

For further information regarding lodging an application under the RTI or IP Acts, please refer to <http://www.health.qld.gov.au/rti/>

Privacy

Metro North HHS manages information obtained through recruitment and selection activities by applying the following principles:

Any personal information held by us on any applicants who have applied for a position must be used for no other reason than determining the suitability of an applicant for the position that they have applied for. There may be occasions where for the purposes of recurring vacancies that applications are shared across Metro North HHS. You will be given the opportunity to consent to the sharing of your application before this occurs.

If the personal information is used for any purposes other than recruitment and selection, the applicant must give their fully informed consent.

The information (both electronic and hard copy) will be held in a secure environment and will only be accessed by those directly involved in the recruitment process.

Metro North HHS processes are consistent with the *Information Privacy Act 2009* (Qld).