



LAUNCH YOUR CAREER WITH CAIRNS AND HINTERLAND HOSPITAL AND HEALTH SERVICE

INFORMATION FOR APPLICANTS



Queensland
Government

THANK YOU FOR YOUR INTEREST IN WORKING WITH CAIRNS AND HINTERLAND HOSPITAL AND HEALTH SERVICE

This information package is designed to inform potential applicants about the recruitment and selection process and provide further information about employment within the Cairns and Hinterland Hospital and Health Service (CHHS). It will assist you in the preparation of applying for a job within CHHS and what to expect from the selection process. Use this package to find out more on:

- Queensland Health
- Cairns and Hinterland Hospital and Health Service
- Our vision, purpose and priorities
- Benefits for working for us
- Before you apply
- Preparing your application
- How to apply
- The selection process and outcome
- Pre-employment checks
- Selection process documentation

Queensland Health

Queensland Health delivers health services to meet the needs of more than four and a half million Queenslanders. More than 60,000 people work for Queensland Health, making us one of Australia's largest organisations.

Queensland Health is a dynamic organisation committed to providing a range of services aimed at achieving good health and well-being for all Queenslanders. Through a network of 16 Hospital and Health Services, Queensland Health delivers a range of integrated services including hospital inpatient, outpatient and emergency services, pathology, radiology, community and mental health services, aged care services and public health and health promotion programs.

Cairns and Hinterland Hospital and Health Service

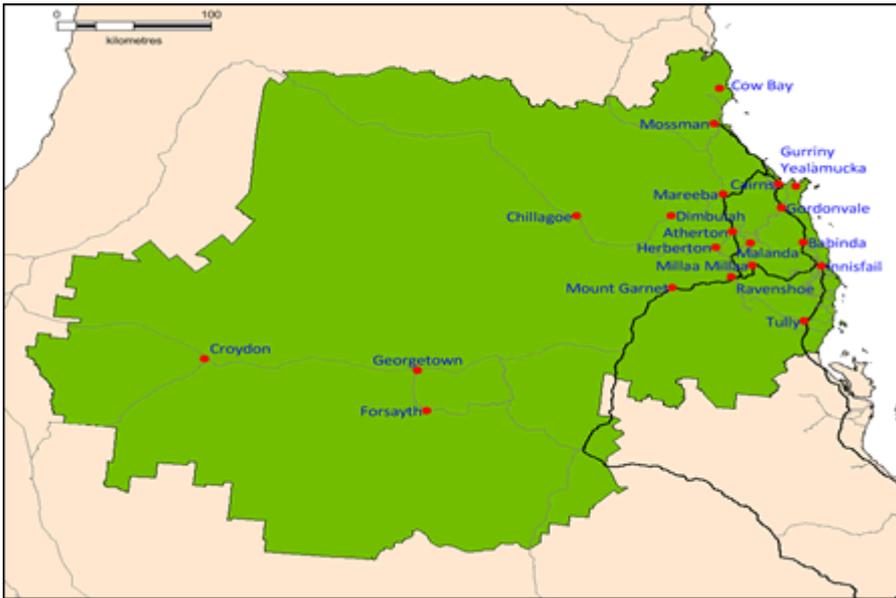
The Cairns and Hinterland Hospital and Health Service strives to provide excellence in health care, wellbeing, research and education in Far North Queensland.

The Health Service is the primary provider of health services to residents of the Cairns, Tablelands and Cassowary Coast regions with a population of over 250,000 people, as well as providing specialist services to the Torres Strait and Cape York region. Cairns Hospital is the primary referral hospital for Far North Queensland. We provide an extensive range of health services at more than 30 regional, rural and remote facilities across a geographical area of 142,900 square kilometres.

The Health Service is 95 percent self-sufficient with only a small number of high-level acute services being provided in Townsville and Brisbane.

Our staff are a part of the community we serve, and we strongly believe that health outcomes are enhanced by involving our community in the planning and evaluation of local health services.

To get to know Cairns and its Hinterland, please feel free to visit <https://www.cairns.qld.gov.au/region>



Hospitals within service

- [Atherton Hospital](#)
- [Babinda Multipurpose Health Centre](#)
- [Cairns Hospital](#)
- [Chillagoe Hospital](#)
- [Croydon Primary Health Care Clinic](#)
- [Cow Bay Primary Health Clinic](#)
- [Dimbulah Hospital](#)
- [Forsayth Hospital](#)
- [Georgetown Hospital](#)
- [Gordonvale Hospital](#)
- [Herberton Hospital](#)
- [Innisfail Hospital](#)
- [Lotus Glen Health Service](#)
- [Malanda Primary Health Centre](#)
- [Mareeba Hospital](#)
- [Millaa Millaa Primary Health Centre](#)
- [Mossman Multipurpose Health Service](#)
- [Mount Garnet OPD](#)
- [Ravenshoe Primary Health Care Centre](#)
- [Tully Hospital](#)

Our values

The staff and patients at Cairns and Hinterland Hospital and Health Service have helped develop a set of shared values that guide our behaviours and decision making in our workplaces. These values underpin our daily work, the strategies of our Health Service and help deliver Queensland Health's vision.



COMPASSION

At CHHHS, we demonstrate that we care about the challenges facing our patients and colleagues by taking time to walk in their shoes. Compassion is delivered with a warm hello, a smile, by genuinely listening and following through on concerns.



ACCOUNTABILITY

At CHHHS, we value accountability at all levels as it builds trust in our organisation, our people and our services. When we live up to our responsibilities, we earn respect from the people and communities we have made a commitment to.



RESPECT

At CHHHS, we value a respectful approach to our work and care as it builds strong relationships and trust. We encourage you to treat others as you'd like to be treated.



INTEGRITY

At CHHHS, we rely on our integrity to guide us when the choice isn't an easy one to make. It ensures we are making decisions that are transparent, truthful and for the greater good of our patients, colleagues and communities.

Connect with us

Learn more about what's going on at Cairns and Hinterland, what it's like to work here, what we do and how we do it.



[CHHHS on Facebook](#)



[CHHHS on Instagram](#)



[CHHHS on YouTube](#)



[CHHHS on LinkedIn](#)

Things to consider before applying

Queensland Health 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 vacancy contact person provided within the role description. (TIP: this is usually also the selection panel chairperson).

Are you eligible to work for us?

Queensland Health 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 which provides the right to work in Australia

Some positions in Queensland Health 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.

More information – Overseas Qualifications Unit: <http://www.training.qld.gov.au/information/skillsrecognition>

Why should you join the team?

Queensland Health 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.

Queensland Health 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.

Queensland Health 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

Annual Salary increases	Competitive salary rates with annual incremental pay levels
Leave	<p>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</p> <p>Recreation leave loading of 17.5%</p>
Flexible work conditions and arrangements	<p>Enjoy the lifestyle that Cairns and its surrounds offers with flexible rosters, time off in lieu, and generous leave allowances.</p> <p>Most employees have access to flexible working arrangements including support for mothers returning to work after parental leave</p>
Allowances	Shift and on-call allowances
Allowances for specific roles	Health professionals may be eligible for allowances specifically related to their roles such as night shift
Rural and remote incentives	A range of allowances, bonuses and other incentives for some employees working in rural and remote areas
Professional development	We are committed to employee development through on the job training as well as additional opportunities
Paid study leave	You may be eligible for paid study leave as well as financial assistance for courses relevant to your work
Salary packaging	<p>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</p> <p>For further information regarding salary packaging, you can contact the Queensland Health Salary Packaging Provider of your choice - RemServ's Customer Care Centre may be contacted via telephone on 1300 304 010 or SmartSalary can be contacted on 1300 476 278.</p>
Superannuation	<p>Employer contribution up to 12.75%</p> <p>Salary packaging for employee superannuation contributions</p> <p>QSuper is the superannuation fund for employees of Queensland Government departments, authorities and enterprises</p> <p>For more information on the QSuper superannuation scheme, including account options and benefits, visit www.qsuper.qld.gov.au</p>
Modern facilities	You'll have access to some of the most modern clinical and staff facilities in Queensland

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 'Your Application' section of the role description. Hiring managers will always request a copy of your resume as part of an application process.

How to apply

Applications should be submitted online. Visit Smartjobs to find the job you intend to apply for and click on '**Apply Online**' at the bottom of the job advertisement screen. You then register an account and complete the Online Application. Late applications cannot be lodged online.

If you wish to submit an application after the due date, contact the nominated contact person immediately. Late applications may only be accepted at the discretion of the selection panel.

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.

Resume

Your resume is you on a page - your personal information, 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)
- career summary or career objective
- 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 Queensland Health. 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 (Short Statement)

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 by logging into your Smartjobs account, open your submitted application, and select the withdraw application button.

After the closing date:

Make contact with the contact person or 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 Queensland Health 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 (EEO) 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*.

Queensland Health 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.

Queensland Health 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 Queensland Health 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

Queensland Health 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 checks

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

Working with Children checks (Blue Cards)

For some Queensland Health 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). Queensland Health 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. Queensland Health 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.

Policy for Immunisation of Health Care Workers

Queensland Health is committed to providing a safe and healthy working environment for all health care workers and to ensuring the health and safety of all clients in health care settings. Immunisation guidelines for staff have been established and are managed through the Queensland Health Policy for Immunisation of Health Care Workers. The policy involves assessing risk of employees in relation to direct or indirect contact with blood or body substances, laboratory environments or exposure to infectious diseases.

If you are working in a health care environment, you may be required to provide information about your immunisation status or previous infection with some diseases.

Hepatitis B Immunisation

It is a mandatory condition of employment for all Queensland Health staff who have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps. Proof of vaccination must be provided to your supervisor before you commence duty in such a position. Proof of vaccination may be provided through a letter from a general practitioner or through certification from the Infection Control or the Occupational Health Department.

Vaccine Preventable Diseases (VPDs)

It is a mandatory condition of employment for roles in which the incumbent may be exposed to the risk of acquisition and/or transmission of a vaccine preventable disease (VPD) that the incumbent be vaccinated against, and remain vaccinated against, certain VPDs. In these cases your offer of appointment is conditional upon your consent and agreement to maintain vaccination as required by Queensland Health policy.

Existing staff that are engaged prior to 1 July 2016 are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department).

On and from 1 July 2016, applicants seeking to be engaged by CHHHS must provide documentary evidence to verify that they are either vaccinated against or that they are not susceptible to any of the Vaccine Preventable Diseases (VPD) listed in the table below prior to an offer of engagement.

Risk criteria	Vaccine preventable diseases
Roles that have direct contact with patients or who in the course of their work may be exposed to blood/body fluids or contaminated sharps.	Hepatitis B
Roles that have contact that would allow acquisition and/or transmission of measles, mumps, rubella, varicella or pertussis. This applies to roles in which: <ul style="list-style-type: none">work requires face to face contact with patients, ornormal work location is in a clinical area such as a ward, emergency department or outpatient clinic, orwork frequently requires them to attend clinical areas.	Measles, mumps, rubella (MMR) Varicella (chicken pox) Pertussis (whooping cough)

Notification of Outcome

The recruiting 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. <https://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/>

Probation

If you are successful in being permanently appointed, you may be required to undertake a period of probation appropriate to the appointment. The purpose of the probationary period is to provide:

- a period of orientation and training
- an opportunity to assess your aptitude

Privacy

Queensland Health 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 Queensland Health. 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. Queensland Health processes are consistent with the *Information Privacy Act 2009* (Qld).