

# Information Guide for Applicants

Applying for a job at Metro South Health

## ICARE<sup>2</sup> values



INTEGRITY COMPASSION ACCOUNTABILITY RESPECT ENGAGEMENT EXCELLENCE

## How to use this guide

This guide has been designed to provide you with essential information about Metro South Health, the recruitment and selection process, assist you with your job search and guide you in creating a professional resume and application, provide you tips on how to prepare for an interview, presentation, and selection strategies.

## About Queensland Health

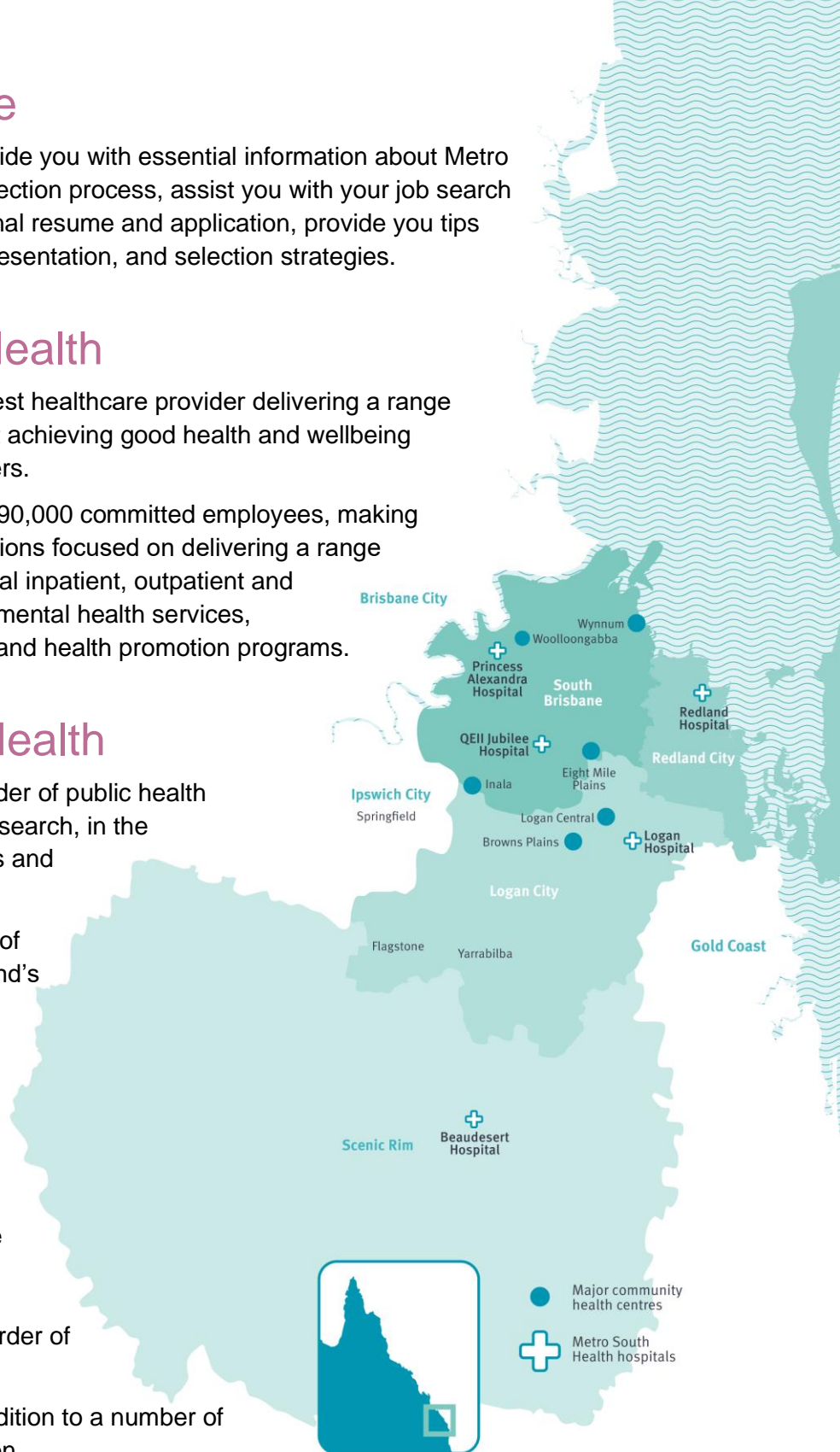
Queensland Health is the state's largest healthcare provider delivering a range of public healthcare services aimed at achieving good health and wellbeing of more than five million Queenslanders.

A dynamic organisation of more than 90,000 committed employees, making us one of Australia's largest organisations focused on delivering a range of integrated services including hospital inpatient, outpatient and emergency services, community and mental health services, aged care services and public health and health promotion programs.

## About Metro South Health

[Metro South Health](#) is the major provider of public health services, and health education and research, in the Brisbane south side, Logan, Redlands and Scenic Rim regions.

- We serve an estimated population of 1 million people, 23% of Queensland's population.
- We employ more than 17,000 staff and have an annual operating budget of \$2.3 billion.
- Our catchment spans 3,856 square kilometres and covers the area from the Brisbane River in the north to Redland City in the east, south to Logan and the eastern portion of the Scenic Rim to the border of New South Wales.
- We have five major hospitals in addition to a number of health centres throughout the region.



## Our Purpose

Metro South Health's purpose is to deliver quality healthcare everyday to our community through the most efficient and innovative use of available resources, using planning and evidence-based strategies.

## Our Vision

Metro South Health's vision is to be Australia's exemplar public healthcare service – setting a model for others to follow and strive for. See the Metro South Health [Strategic Plan 2021 - 2025](#).

# Our Values and Culture

[Our ICARE<sup>2</sup> values](#) shape our culture within [Metro South Health](#).

Our values guide our day-to-day decision making and are fundamental to what we care about as a health service, how we behave, how we interact with each other and provide care to the many patients who come through our doors every day.



Our values were created by employees for employees to inspire positive interactions in the workplace.

Here at Metro South Health, we strive to create a culture where our ICARE<sup>2</sup> values are at the centre of how we work and interact with one another - a positive workplace so our people can connect, feel safe and welcome to contribute, and perform at their best.

Our values are embedded into our everyday business through our communications and documentation, recruitment, orientation and onboarding, professional development, recognition and reward programs and strategic and operational planning.

Our values are integral to our service design and delivery processes as they guide the way we work and partner with our community and various health care experts. This ensures those in our community receiving care have the best patient experience with us.

We employ more than 17,000 diverse clinical and non-clinical staff right across our services. Over 25% of residents across our hospital and health service region are from culturally and linguistically diverse backgrounds.

Diversity of ideas, skills, traditions, and customs is celebrated as one of our greatest strengths. Having a workforce that reflects and understands the needs and expectations of our community is important to delivering safe, kinder, and more inclusive care.

We recognise our **strength** comes from the **diversity of our people** and so we encourage people of all genders, ethnicities, ages, abilities, languages, sexual orientation and family responsibilities to apply.

We are committed to creating a diverse and inclusive workplace for our people and our community.

See our [VALUES](#) in action.

# Benefits of working for us

We offer rewarding career opportunities with employment security, generous benefits and excellent conditions.

## Person-centred care

Metro South Health is Australia's first organisation recognised for excellence in person-centred care. We strive to provide the best possible health care experience at every encounter. We are proud to demonstrate a range of benefits, including:

- Quality health care that respects patients' preferences, needs and values
- Understanding that patient experiences with us goes beyond our ability to treat their clinical symptoms
- Ability to attract and retain the best talent
- Fostering collaborative inter-disciplinary relationships
- Increased staff empowerment and job satisfaction
- Optimal clinical outcomes and improved overall experience through focusing on our patients' individual needs
- Organisational benefits such as reduced length of stay, improved patient satisfaction and decreased infection, readmission and mortality rates.

## Attractive salary and remuneration packages

As a Queensland Health employer, we offer [attractive salary and remuneration packages](#), allowances and incentives.

## Recreation leave

Most employees have access to a minimum of four weeks annual leave (pro-rata for part-time employees, excluding casual employees) and recreation leave loading of 17.5% (except casual employees) and up to 27.5% for shift workers. Some shift workers are also entitled to an additional week of recreation leave.

## Salary packaging

All employees are eligible to take advantage of salary packaging which can save on tax and increase take-home pay, including access to salary packaging for superannuation contributions.

The range of accessible benefits varies depending on the role and place of employment. You can get in touch with either of our salary.

packaging providers [RemServ](#) on [1300 304 010](#) or [SmartSalary](#) on [1300 218 598](#) to find out more.

## Superannuation

We contribute up to 12.75 per cent of your salary into superannuation.

## Rural and remote incentives

A range of allowances, bonuses and other incentives for some employees working in rural and remote areas.

## Allowances

Some roles may be entitled to shift and on-call allowances, professional development allowance and uniform allowances. For those working in rural and remote areas there are additional allowances and other incentives.

## Sick, carers and compassionate leave

For each year of service, full-time employees are entitled to at least:

- Ten days of paid sick or carers' leave which is accruable (part-time employees accrue pro-rata)
- Two days of unpaid carers' leave
- Two days of paid compassionate leave

## Purchased leave

Employees with family responsibilities, study or personal commitments may apply to purchase up to an extra six weeks leave per year.

## Long service leave

Most employees accrue 13 weeks of long service leave after completing 10 years of continuous service (pro-rata for part-time employees), which can be accessed after completing seven years of continuous service.

## Parental leave

Most employees are entitled to paid parental leave when a child is born or adopted. This may include:

- 14 weeks paid maternity or adoption leave which may be taken at half pay for double the time
- One week paid spousal leave which may be taken at half pay for double the time

Employees on maternity, adoption or spousal leave are also entitled to take a period of unpaid leave, and you may also be able to claim paid parental leave through the [Australian Government's Paid Parental Leave Scheme](#).

## Community service leave

Community service leave is available for activities like jury service (including attendance for jury selection) and voluntary emergency management activities.

## Public Holidays

On public holidays, employees who would usually work on that day are entitled to a day off with pay (subject to reasonable requests to work).

# A positive working environment

A positive workplace so our people can connect, feel safe and welcome to contribute, and perform at their best.

## Your health and wellbeing

At Metro South Health your wellbeing is important to us. We aim to create a positive health and wellbeing culture with employees able to access:

- Cumulative sick leave, 17.5% annual leave loading, leave at half pay, purchased leave, parental leave, special leave and cultural leave
- Staff wellbeing program
- Flu vaccinations
- Smoking Cessation Program
- Fitness Passport (discounted gym memberships)

- Corporate discounts (health insurance)
- End-of-journey facilities (e.g., showers and change rooms, bike storage)

## Flexible work arrangements

We support a healthy work-life balance and offer a range of flexible working options including:

- Flex time (variable working hours)
- Telecommuting (working from home / another location)
- Part-time / job sharing
- Nine-day fortnight (or other compressed work hours arrangements)
- Phased retirement



## Study benefits and career development

We offer paid [study leave and financial assistance](#) for courses relevant to your work that you may be eligible for.

We also offer [training and professional development](#) opportunities including:

- [Medical training opportunities](#)
- [Nursing and Midwifery](#)
- [Allied Health](#)
- [Queensland Centre for Mental Health Learning](#)

## Employee Assistance Service

As a valued employee, we are committed to ensuring your safety, health, and wellbeing. This free, professional and confidential counselling, coaching and support service is available to employees and their immediate family for assistance with personal and work-related problems:

- Support is available in face-to-face sessions or over the telephone 24 hours a day, 7 days a week.
- A specialised program is available to assist managers with complex employee matters.

## Safe and inclusive workplace

We offer health, safety and wellbeing training for all employees and encourage everyone to participate.

Employee networks exist to help our workforce to establish connections and build relationships.

## LGBTIQ+ Inclusion Committee

The Metro South Health LGBTIQ+ Inclusion Committee promotes the development of inclusive workplaces and culture for all LGBTIQ+ patients, visitors and staff. We are passionate about driving inclusion for LGBTIQ+ community and acts to identify opportunities for improvement and support the implementation of appropriate change initiatives.

## Zero tolerance to Sexual Harassment, Bullying and Harassment

Metro South Health has zero tolerance for workplace bullying, harassment and sexual harassment. Everyone at Metro South Health has the right to a safe, secure, inclusive and supportive workplace, where they are treated with dignity, courtesy, respect and are free from sexual harassment, workplace bullying and harassment.

## Support for employees affected by domestic and family violence

Metro South Health unites under the [Not now, not ever, Together](#) banner. We are committed to supporting our employees impacted by domestic and family violence and provide access to paid leave, counselling, flexible work arrangements, workplace and role adjustments.

## Diversity

Having a workforce that reflects and understands the needs and expectations of our community is important to delivering safe, kinder, and more inclusive care.

We **recognise** our **strength** comes from the diversity of our people and so we encourage people of all genders, ethnicities, ages, abilities, languages, sexual orientation and family responsibilities to apply.

# The Recruitment Process

Metro South Health is committed to ensuring everyone has an opportunity to show their eligibility and suitability for a role. To ensure we can meet the needs of applicants throughout the recruitment process reasonable adjustments may be considered so that the recruitment process does not present potential barriers and allows applicants to take part in a way that is inclusive, flexible, unbiased, culturally safe, and accessible.

Our recruitment process holistically assesses an applicant's suitability to find the eligible person best suited to the position by evaluating an applicant's eligibility and suitability attributes. This simply means finding the right person for the job based on their ability to perform the role, past employment performance, potential future contributions, the achievement of equity objectives and alignment to our values.

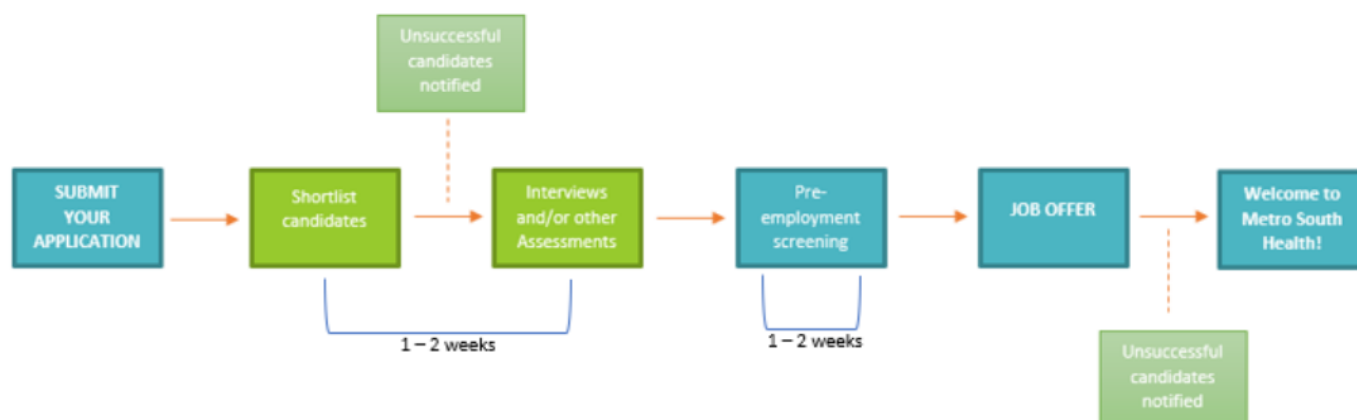
Values-based recruitment principles have been integrated into our recruitment process which means that when we recruit to a vacant position, selection panels assess applicants value alignment to our ICARE<sup>2</sup> values at all stages of the recruitment process.

In deciding the eligible applicant best suited to a position, a hiring manager undertaking a recruitment and selection process must consider each eligible applicant's ability to perform the requirements of the position by determining:

- whether the applicant is allowed to perform the role including the right to work in Australia and whether the role requires mandatory qualifications, licences, or conditions.
- the applicant's ability to perform the requirements of the role. The extent to which the person has abilities, aptitude, skills, qualifications, knowledge, experience, and personal qualities relevant to the carrying out of the duties in question.



Applying for a role with us? Shortly after the vacancy closing date, your application will be reviewed by the panel members:



We usually contact candidates who have been successfully shortlisted within **one to two weeks** after applications close for further assessment.

Please be aware that if your application has not progressed to the next stage, you will be notified by email. You will also be offered a chance to obtain feedback regarding your application at the end of the recruitment process.

You may be asked to provide documents and references for our [pre-employment checking requirements](#) which can take from **one to two weeks**.

## Before you apply

We encourage you to apply for roles that are relevant to your experience, skills, qualifications, and interest.

Before applying for an advertised role, you should:

- review the role description
- determine if your experience and skills will enable you to undertake the key requirements of the role
- check if you have the mandatory qualifications and/or professional registration that are listed in the position description
- check if you have any required mandatory vaccinations for the role

You may wish to seek further information about the role by phoning the contact person listed in the advertisement.

You can expect to be involved in relevant practical skills and values assessments specific to the role you have applied for.

All employment offers are subject to pre-employment requirements and delegate approval.

All information provided by you as part of your application will be treated confidentially and will only be seen by Metro South Health staff involved in the recruitment and selection process.

Do your research on Metro South Health, the relevant facility, the service unit, or the department:

- [About Metro South Health](#)
- [Logan Hospital](#)
- [Princess Alexandra Hospital](#)
- [Redland Hospital](#)
- [Addiction and Mental Health](#)
- [Oral Health Services](#)
- [QEII Jubilee Hospital](#)
- [Community Centres](#)
- [Maternity Services](#)
- [Public Health Unit](#)
- See our [VALUES](#) in action



# Preparing your application

## Cover Letter

A cover letter is a short letter that accompanies your resume when you apply for a role. It's often the first point of contact and can give a hiring manager a sense of who you are and highlights your skills and experience before they review your resume.

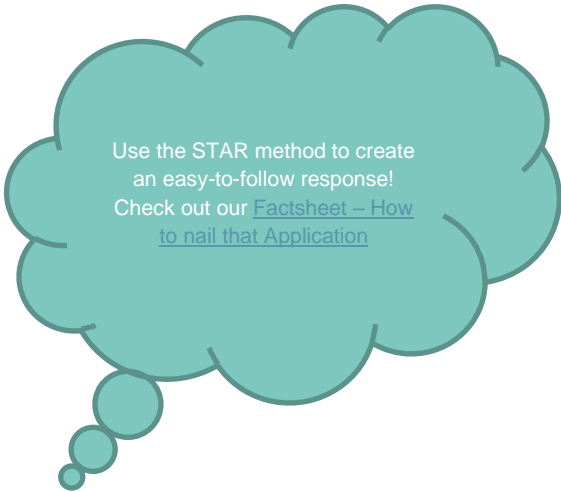
If requested, keep the cover letter to one page, include your personal qualities and skills, and tell us about who you are and why you are suited to the role!




Think of your cover letter as more of a conversation opener!  
Check out our [Factsheet – How to nail that Cover Letter](#)

## Application

Selection panels may ask for a statement that outlines your suitability for the role. The statement should describe your work experiences and skills that are directly transferable to the role. Up to two pages (maximum) are allowed for suitability statements.



Use the STAR method to create an easy-to-follow response!  
Check out our [Factsheet – How to nail that Application](#)



A great job application is key to putting yourself in the running for a role, and there are some simple things you can do to make your application stand out!

Check out our [Factsheet – How to nail that Resume](#)

## Resume

Your resume summarises the key details of your skills, work experience and education. It should be succinct, presented in an easy-to-read format using a simple font, minimal styling and the use of bullet points to break down information.

Remember to modify your resume to suit the role and demonstrate your relevant skills. Don't submit a generic resume! You should nominate a minimum of two referees in your resume.

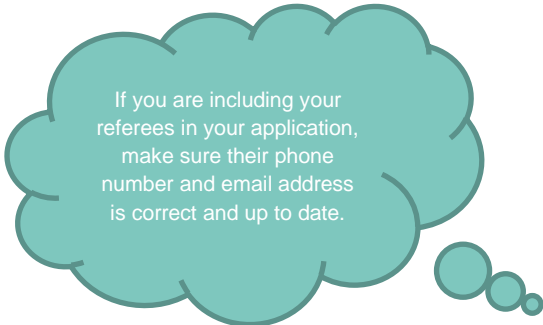
## Referees

It is a requirement that one or both of your referee(s) be, or have recently been, your manager and can comment on your performance in that role.

If you do not wish for a referee to be contacted, please indicate this in your application and provide a reason why.

Seek approval from your referees prior to listing them and provide them with the role description so they have all of the information they need to provide you with a reference.

We are required to have valid references prior to your appointment and commencement in any role. We may seek these at any time during the recruitment process and will request your permission before we speak to any referees.



If you are including your referees in your application, make sure their phone number and email address is correct and up to date.

# Submitting your application

## Mandatory requirements

You should address any mandatory requirements in your application. Proof of qualifications and registrations will be required prior to appointment.

If your qualification/s are not from an Australian educational institution you may need to get formal recognition of equivalency prior to applying.

For more information on qualification recognition please contact the [Department of Employment, Small Business and Training](#).

## Disclosure

Applicants are required to disclose any pre-existing injury or medical conditions which may impact on their ability to perform the role as per *section 571 of the Workers' Compensation and Rehabilitation Act 2003*.

Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious discipline history taken against them.

## Recurring vacancies

Applications will remain current for 12 months and applicants may be contacted in relation for recurring or alternative vacancies.

## Apply online

As an applicant there are various ways you may see jobs advertised, these include via the:

- [Queensland Government Smart Jobs and Careers platform](#)
- various job boards e.g. Seek, CareerOne etc.
- referral
- social media networks e.g. [LinkedIn](#), [Metro South Health](#)

[Facebook](#), [Logan Hospital Facebook](#)

All applications must be submitted through our online job portal which you can access via Smart Jobs (or GovNet for Queensland Government employees).

- Late applications cannot be lodged online. If you wish to submit an application after the due date, contact the person listed in the role description as soon as possible.
- Late applications may only be accepted at the discretion of the selection panel.



## Technical support

If you require assistance submitting your online application, check out [Smart Jobs help](#).

## Withdrawing your application

If you need to withdraw your application:

- before the closing date—you can do this online
- after the closing date—phone the contact person listed on the role description or withdraw your application online.

# Selection process

The selection process is based on a fair and transparent assessment of your knowledge, skills, abilities, qualifications, aptitude, experience and personal qualities against the requirements of the position.

A selection panel consisting of two or more people will conduct the selection process. The panel uses a range of assessment methods depending on the type of role being recruited to.

## Selection panels

Experienced employees from within our organisation form selection panels to assess applications and conduct interviews.

Panels are usually made up of two or three people, including the hiring manager who is often the chairperson. The selection panel has a shared responsibility for selecting the person best suited for the role in a fair and equitable way.

## Screening questions

You may be asked to answer screening questions as part of the online application process, or you may be contacted by telephone.

Make sure you answer these questions truthfully. Omitting any answers may void your application.

## Interviews

If your application is shortlisted, you may be invited to an interview. This is an opportunity to present your skills in conversation with the panel who will ask questions to assess your suitability.

Your motivation, communication skills and organisational fit among other capabilities may be assessed along with your answers to practical and skills-based questions.

You may be given an opportunity to peruse the questions prior to the interview.

With effective preparation, you can make yourself stand out from the crowd!

Check out our [Factsheet – How to prepare for selection activities](#)

&

[Factsheet – How to nail that presentation](#)

Reasonable adjustment is welcome. You may request assistance to facilitate the interview process as required e.g. wheelchair access, sign language, interpreter etc.

## Referees

The selection panel are required to obtain one or more references for preferred applicants.

Remember to let your referees know that you have listed them in your application and that they may be contacted before you are offered an interview.

References may be sought at any time during the selection process as a form of assessment. A reference check does not guarantee an offer of employment.

## Additional assessments

The selection panel will implement assessment methods that directly relate to the role capabilities as per the Role Description including value and cultural behaviours required so that the person best suited for the role is selected through a transparent recruitment process. Value based capability driven assessment methods may include:



# Eligibility and pre-employment checks

## Residency and visa requirement

Metro South 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 work visa which provides the right to work in Australia.

We encourage applicants from all backgrounds to apply. We work with non-citizens to validate visa status and eligibility for employment.

## Qualifications and professional registration

In accordance with relevant legislation, industrial award and/or accreditation requirements, certain roles with Metro South Health have mandatory qualification or registration requirements.

Applicants for roles where these mandatory requirements are indicated must provide documentary evidence of compliance before they can be appointed. i.e. certified copies of qualifications held or current registration certificates.

## Criminal history

When an applicant is recommended for a role, a [criminal history check](#) must be conducted if the applicant is not an existing employee of Queensland Health (three forms of I.D is required): [Screening consent form for completion](#)

Appointments cannot be finalised until the criminal history checking process is complete. Having a criminal history may not necessarily result in disqualification for appointment.

## Working with children check

For some Metro South Health roles, employees 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).

## Aged care employment checks

Metro South 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) including additional checks for key personnel roles.

## Serious discipline history

Under section 71 of the Public Sector Act 2022 (PSA) and section 66 of the Health Boards Act 2011, an applicant for a Metro South Health role can be required to disclose any previous serious discipline history taken against them.

## Lobbyist

Applicants will be required to provide a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#).

## Vaccine preventable diseases

Employees in a patient-facing role, or those working in specific wards or laboratories may be required to be (and remain) vaccinated against some or all of the following vaccine preventable diseases, dependent on the workplace: [VPD evidence form for completion](#)

- measles, mumps, rubella (MMR)
- varicella (chickenpox)
- pertussis (whooping cough)
- hepatitis B

# Interview Outcome and Appointment

## Recruitment timeframe

It takes approximately 55 working days (on average) between an advertised role closing and a person being appointed.

Should you be invited to attend an interview there could be a wait of up to 28 days to receive an outcome due to the requirement for pre-employment checks to be completed and appropriate delegate sign off to occur.

## Notification of outcome

Once all the processes have been completed the Panel chair will contact you to advise if you have been successful to negotiate an offer of employment before a letter of offer is issued.

If unsuccessful, you will be notified via phone once the above process has been followed, you may request feedback from the panel on your interview and suitability for the role.

All applicants will receive notification in writing of the outcome of their application at the close of the recruitment process.

## Probation

Employees may be required to undertake a period of probation appropriate to the

appointment in accordance with the Industrial Relations Act 2016 (s315).

## Feedback

If you would like feedback regarding your application and the assessment process, you should contact the panel chairperson.

## Appointment expenses

We understand that transfer and relocation expenses are an important consideration for applicants who are relocating domestically or internationally.

Applicants may submit a request for the reimbursement of pre-approved appointment expenses through the hiring manager who will apply for delegate approval.

## Union membership

We recognise your entitlement to join a registered union. Whilst you are not obliged to join a union, Queensland Health encourages its employees to do so.

On commencement of duty, your name, position title and workplace location may be provided to a relevant union so that they can discuss the benefits of union membership with you.

# Other Opportunities


Metro South Health are always looking for enthusiastic and dedicated people to be part of our world-class, dynamic and growing health service that embraces technology, excellence in health care, teaching, research and empowering our people to be the best in serving our community. Through our commitment to workplace inclusion, we value people bringing diverse backgrounds, perspectives and experiences to our organisation.

If you are unsuccessful for a role, please consider other options that may be available to you to gain employment with Metro South Health. You can view all of our [current vacancies](#) including our Talent Pools via our [Expression of Interests page](#) where you can submit and expression of interest for a variety of roles across Metro South Health.

Don't forget to register with [Smart Jobs](#) so that you have the ability to set up job alerts so that you don't miss an opportunity with Metro South Health. Try not to lose interest or enthusiasm for finding a job, remember there is a job out there for you and that sometimes not all jobs are the right fit for whatever reason. Remember to take on the feedback you were provided to learn for next time.



# Your checklist to success



We wish you the best of luck with your application!

## Application checklist

- ☐ Review the role description—make sure you understand the competencies and what is required to be successful in the role.
- ☐ Assess your skills and experience—can you undertake the key requirements of the role?
- ☐ Check the mandatory requirements—are there mandatory qualifications and professional registrations for the role? If you do not meet these requirements, you should not apply for the position.
- ☐ Plan and prepare—when is the application due? Make sure you allow plenty of time to create an excellent application, and don't miss the deadline.
- ☐ Prepare your application against the role description—write your statement and modify your resume according to the skills, experience and personal qualities required that highlight the required competencies listed in the role description.
- ☐ Readability matters—use a standard font (Arial, Calibri), in a size that is easy to read (12pt) and is well-spaced with standard margins (2.54cm).
- ☐ Note any pre-existing conditions—you may be required to disclose any pre-existing injuries or medical conditions which may impact on your ability to perform the role. You can do this in your application.
- ☐ Check your references—contact your referees to confirm that they are willing to provide a positive reference for your application, and that their phone number and email address are correct.
- ☐ Review your submission for errors—ensure your application is free from spelling, formatting, and grammatical errors. Have a friend or family member read over it as well.
- ☐ Check, check and check again—have you met the requirements and followed the instructions listed in the role description? E.g., if you are asked for a two-page statement, don't submit a six-page statement.

## Interview checklist

- ☐ Ensure you are prepared by reading more about the organisation and reviewing the role description. Dress for success – neat, tidy and presentable.
- ☐ You may like to take notes into your interview.
- ☐ Think through the questions the panel might ask you about how your experience reflects the role description.
- ☐ Think about the questions you would like to ask the panel in advance of your interview. You might want to know more about the role, working conditions, expectations and who you will be working with.
- ☐ If you hold an overseas passport, take it with you to the interview, along with any visa documentation. We may require it if you are appointed to the role.
- ☐ It may be a requirement of the role to be vaccinated - Vaccine Preventable Disease.
- ☐ Please bring three forms of identification to your interview, as well as mandatory qualification or registration information (if relevant), and your visa detailing your right to work in Australia (if applicable).