



Application Support

Applying for roles at
Metro North Health

Metro North
Health



Queensland
Government

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



Published by the State of Queensland (Metro North Hospital and Health Service), March 2024

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Information for applicants

This information is designed to help you with the recruitment and selection process. It will help you apply for a job with Metro North Health (MNH) and understand what to expect from the selection process:

- How to apply for a role
- Selection Process
- Outcome and appointment
- Checklist for applicants



How to apply for a role

Before you apply

MNH 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 – how do your values and behaviours align with the role
- Determine if you possess any mandatory qualifications and/or professional registrations that may be a requirement of the role
- Check if you have the required mandatory vaccinations for the role.

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

Preparing your application

Cover letter – make a great first impression

A great cover letter can help your job application stand out. If a cover letter is requested, this is a great way to convey your motivation for applying and highlighting the skills and experience you will bring to the role.

1. Contact information

Make sure your contact information is easily accessible. Include your mobile number and email address at the top of your cover letter.

2. Address the hiring manager

Please do not put 'To whom it may concern' at the top of your cover letter. The name of the hiring manager can be found at the top of the job advertisement.

3. Reference, reference, reference

Please include the position /reference number, position title in your cover letter. Open your cover letter advising which position you are applying for.

4. Be specific

Describe your experience, results and performance and how it relates to the role you have applied for.

5. Show initiative

Incorporate relevant facts and figures in your cover letter to show that you have researched the team/unit.

6. Tell the truth

Don't make unsupported claims about your skills and experience.

7. Call to action

Finish your letter with a positive call to action. For example: "Thank you for considering my application. I look forward to hearing from you".

8. Check, check, check!

Revise your cover letter. Check for spelling and grammatical errors.

TIP – Keep the cover letter (if one is requested) to one page, include your personal qualities and skills, and tell us about who you are and why you are suited to the role!

Selection Criteria – Give clear, concise and well written responses

The key to a successful application is demonstrating that you meet the selection criteria.

1. Make time

Schedule time to read and understand the selection criteria, role description and job advertisement. A thorough understanding of all these elements will help to tailor your responses.

2. Analyse each key accountabilities

Always address every criterion. Copy and paste the criteria from the role description into a new document. For each criterion: `

- highlight the key words you think the employer is looking for
- list examples of your skills, experience, incidents, training, personal qualities and expertise

3. Look closer

Be aware of key expressions and levels required in each criterion. Skills may be required at different levels. ensure your responses reflect the required level of skill.

4. Keep it short and simple

Unless otherwise specified, please keep your responses to a maximum two pages. Make sure you give specific responses.

5. Putting it all together

Use the “SAO” approach to address each selection criterion clearly and concisely.

- **Situation** - Where and when did you do it?
- **Action** - What did you do and how did you do it?
- **Outcome** - What was the result of your actions?

6. Check, check, check

Make sure you've used positive strong language. Your responses should be concise, precise and relevant. Revise your selection criteria for spelling and grammatical errors and ask a colleague / friend to review your responses for you.

Resume – make your achievements shine

Your resume is your opportunity to show that you have the skills relevant to the position that you are applying for. This should be a two to three-page document outlining your work experience, key achievements, education and the skills you have which are relevant to the role. Remember to modify your resume to suit the role and demonstrate your relevant skills. Don't submit a generic resume! Check your resume for spelling mistakes and grammar errors. These will reflect your attention to detail.

1. Regularly update

Review your resume often. Ensure you update it to match the position you are applying for.

2. Keep it professional

Leave personal details like marital status, health status, religion, children out of your resume.

3. Recent events

Include recent, relevant information. Don't include work experience that is between 10-20 years old unless it is directly related to the position you are applying for.

4. Make it look good

You don't have to have graphic design skills to make your resume look good. Clearly presented information is easier to read:

- Use bullet points.
- Use consistent, clear, legible font (size 10 - 12)

5. Present your experience clearly

When listing your experience, start with your most recent position and work your way back. For each position include the position title, organisation location, short summary about the role, your accountabilities and achievements.

6. Check, check, check

Revise your resume for spelling and grammatical errors and ask a colleague / friend to review your resume for you.

TIP – You should nominate a minimum of two referees in your resume, make sure their phone number and email address is correct and up-to-date.

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. 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.

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

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

Recurring vacancies

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

Technical support

If you require assistance submitting your online application, use the Contact us link on Smart Jobs.

Withdrawing your application

If you need to withdraw your application before the closing date—you can do this online.

Submitting your application

If you are applying for an Expression of Interest (EOI) you will need to send your application to the Hiring Manager directly.

For permanent or temporary roles applications must be submitted through our online job portal which you can access via Smart Jobs www.smartjobs.qld.gov.au or GovNet www.smartjobs.govnet.qld.gov.au. You can sign up for job alerts in your preferred location and job category. Please note with Smart Jobs, 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.

TIP – If you need additional time to complete your application, phone and ask!

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.

Screening questions

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

Additional assessments

Other assessment methods may also be used to select the best applicant, including include work tests, role plays, presentations or psychometric testing.

Interviews – prepare to interview with impact

You have done well to get to the interview stage in the recruitment process. 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 will 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. Reasonable adjustment is welcome. You may request assistance to facilitate the interview process as required e.g. wheelchair access, sign language, interpreter etc.

TIP – Confirm with your interviewer what information you can bring in with you to the interview, and it's a good thing to think of the questions you might have for the selection panel before your interview

1. Revise selection criteria

Revise the position description and selection criteria for the position as the interview questions will be based around this information.

2. Interview questions

Revise common interview questions. A selection of key behavioural interview questions are available below. Make sure you have questions to ask the panel. It will show that you are thinking in depth about the role.

3. Selection panel

Interview panels consist of at least two people. The convenor (hiring manager) and an independent panel member.

4. Relevant answers

Prepare a few examples to demonstrate required skills. Check the selection criteria to help identify examples to prepare.

5. Do some ground work

If you are not sure of the location of the interview, please call the hiring manager a few days before the interview to confirm the details of the interview. Ensure you ask the hiring manager about parking options and how to access the building.

Common behavioural interview questions

Behavioural interview questions are excellent for drawing in-depth information from applicants. Current internal Metro North Health employees are able to access example Values Based Interview Questions here. They provide an opportunity to obtain insight into how a person operates in the workplace. Here are a few examples:

Cooperation with co-workers

- Do you prefer to work by yourself or with others?
- Tell me about the last time you had a conflict with a co-worker, what was the conflict and how did you resolve it?

Teamwork

- Describe a situation where you have had to work as part of a team to achieve a result. What was your role in this?

Previous experience questions

- Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?
- Describe a situation that required you to do a number of things at the same time. How did you handle it? What was the result?

Time management

- How do you determine priorities in scheduling your time? Give examples.
- Describe a time when you had many projects or assignments due at the same time. What steps did you take to get them all done?
- How do you prioritise projects and tasks when scheduling your time? Give me some examples.
- How do you organise and plan for major projects?

Outcome and appointment

Recruitment timeframe

It takes approximately 35 working days (on average) between an advertised role closing and a person being appointed.

Notification of outcome

All applicants will receive notification in writing of the outcome of their application at the close of the recruitment process. Successful applicants will be contacted by the hiring manager to negotiate an offer of employment before a letter of offer is issued.

Disclosure

If you are the successful applicant, you are required to disclose any pre-existing injury or medical conditions which may impact your ability to perform the role as per section 571 of the Workers' Compensation and Rehabilitation Act 2003.

Under the Public Service Act 2008, applicants are required to disclose any previous serious discipline history taken against them.

Probation

If you are appointed to a role you may be required to undertake a period of probation appropriate to the appointment.

Feedback

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

TIP – Feedback is useful and will assist you with future applications. Don't be afraid to phone and ask!

Checklist for applicants

We wish you 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? Check the role description to see if you need to be qualified or enrolled in the course to be considered for the role.
- ☐ 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).
- ☐ 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 colleague 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

- ☐ Plan how you will get to the interview – make sure you leave enough time. Ask the hiring manager how to access the building.
- ☐ Ensure you are prepared by reading more about the organisation and reviewing the role description. Dress appropriately, in business attire.
- ☐ Confirm with the hiring manager if you can 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.

