

# Application Essentials – Things you need to know

How to prepare for success - Applying for roles at Metro South Health



## How to use this guide

This guide has been designed to provide you with essential information about Metro South Health's recruitment and selection process.

This information will:

- ✓ Assist you with your job search
- ✓ Help you apply for roles with us
- ✓ Provide you with tips on preparing your application
- ✓ Help you understand what to expect from the selection process
- ✓ Provide you with tips on preparing for different assessments
- ✓ Help you understand what to expect with regard to the outcome and appointment process
- ✓ Provide you with an application/interview checklist – Your checklist to success!

# Contents

First things first! Things you need to know about...	<b>3</b>
The Recruitment Process	<b>4</b>
Applying for a role with us	<b>5</b>
What to consider before applying for a role with us	<b>5</b>
Quick Tips on preparing your application	<b>6</b>
Submitting your application	<b>7</b>
The Selection process	<b>7</b>
Quick Tips on preparing for assessment	<b>7</b>
Interview Outcome and Appointment	<b>9</b>
Other Opportunities	<b>9</b>
Your checklist to success – you got this!	<b>10</b>

# First things first!

## Things you need to know about...

Eligibility and pre-employment checks! There are some things we'll need to check before we can offer you a job. You can read about [pre-employment checks](#) on the Queensland Health website.

### 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, current registration or membership 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 Working with Children (Risk Management and Screening) 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

As part of the [Queensland Health's Vaccination Matters initiative](#) employees working in certain roles across Queensland Health 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

# The Recruitment Process

Metro South Health is committed to ensuring everyone has an opportunity to show their eligibility and suitability for a role.

To meet the needs of applicants throughout the recruitment process, reasonable adjustments may be considered to ensure 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 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

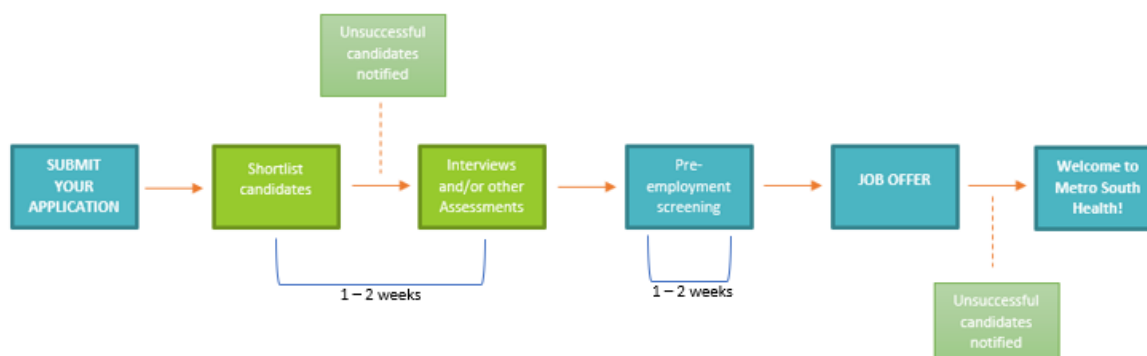
We advertise all our jobs on the [Queensland Government Smart Jobs and Careers](#) platform.

You need to register for a free My SmartJobs account before you can apply for a job. You'll be able to review, withdraw and track the progress of your application.

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



## What to consider before applying for a role with us

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

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**.

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.

- 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
- Do your research on [Metro South Health](#), the relevant facility, the service unit, or the department
- See our [VALUES](#) in action.

# Quick Tips on preparing your application

## Cover letter

Think of your cover letter as more of a conversation opener!

It can give a hiring manager a sense of who you are and highlights your skills and experience before they review your resume.

Check out our [Fact sheet – 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.

A great job application is key to putting yourself in the running for a role!

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

## 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! Check out our [Fact sheet – How to nail that 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.

Make sure your referees phone number and email address is correct and up to date.

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.

## 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](#).

# Submitting your application

All applications must be submitted through our online job portal which you can access via the [Queensland Government Smart Jobs and Careers platform](#) website (or GovNet for Queensland Government employees).

If you need additional time to complete your application, phone and ask the contact person listed on the Role Description.

## 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.

# The 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.

## 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 panel uses a range of assessment methods depending on the type of role being recruited to and have a shared responsibility for selecting the person best suited for the role in a fair and equitable way.

We are committed to ensuring everyone has an opportunity to show their eligibility and suitability for a role.

Please contact the person listed on the role description for a confidential discussion on how we can ensure the recruitment process does not present you with any potential barriers.

You can be confident that the selection panel respects your right to confidentiality and privacy.

# Quick Tips on preparing for assessment

## 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.

## Referees

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

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.

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.

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

Check out our fact sheets:

- [How to nail that cover letter](#)
- [How to nail that application](#)

- [How to nail that resume](#)
- [How to nail that interview](#)
- [How to nail that presentation](#)
- [How to nail that online interview](#)
- [How to nail that pre-recorded video interview](#)
- [How to prepare for assessment activities](#)

## Additional assessments

The selection panel will implement assessment methods that directly relate to the role capabilities as per the Role Description.

These will include value and cultural behaviours required so that the person best suited for the role is selected through a transparent recruitment process.

There are a number of different value-based capability driven assessment methods, but rest assured you will generally only be asked to participate in two or three methods which may include:





# 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 your application is unsuccessful, you will be notified by phone once the above process is completed. You may request feedback from the panel about 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.

# Other Opportunities

We 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.

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 in your job search. Remember, there's a job out there for you, and sometimes, a position may not be the right fit for various reasons.

Take the feedback you receive as a chance to learn for next time.

We wish you the best of luck in your future endeavours!

# Your checklist to success – you got this!

## 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).
- To fast track the recruitment process you may want to consider completing and bringing with you the following documents: [Employment Screening Consent Form](#), [Serious Disciplinary History Form \(if applicable\)](#), [MSH Authority to Obtain Work Rights Form \(if applicable\)](#), [Vaccine Preventable Disease \(please include serology evidence\)](#)