

APPLICANTS INFORMATION GUIDE

Thank you for showing an interest in applying for a vacancy with the Department of Child Safety. This guide will assist you in applying for this position. If you have further questions after reading this, please contact the nominated officer on the job description.

ABOUT THE DEPARTMENT

In January 2004, the Crime and Misconduct Commission (CMC) delivered a report, "*Protecting Children: An Inquiry into Abuse of Children in Foster Care*" which contained a package of recommendations specifically aimed at improving the lives of children and young people at risk in Queensland.

The report recommended that a new child focussed government department - the Department of Child Safety, be established to focus exclusively on building a new and better child protection system in Queensland with a sharpened emphasis on the safety and security of children at risk.

The Government has placed the highest priority on protecting the children of Queensland. The role of the Department of Child Safety is to deliver protective and support services to children, young people, families and their carers.

The department consists of 48 Child Safety Service Centres located across seven zones comprising multi-disciplinary teams of service delivery and support staff. Within Central Office there are four key divisions, namely, Policy and Programs, Child Safety Services, Service Delivery Partnerships and Corporate and Executive Services. Further information about the departments organisational structure can be found on the departments website www.childsafety.qld.gov.au

SELECTION PROCESS

The selection process includes consideration of the applications, shortlisting, interviews and reference checks. Sometimes other selection techniques, such as work samples, may be used in the process. Selection committees operate in accordance with *Public Service Act 1996* and *Directive 4/06 'Recruitment and Selection'*. The selection panel usually has two or three members.

HOW TO APPLY

1. OBTAIN A COPY OF THE JOB DESCRIPTION

Each position advertised has an accompanying "Job Description". Please read this carefully, as it:

- identifies the position, its purpose and expected outcomes; and
- details the selection criteria that will be used to determine the most meritorious applicant for the position.

2. PREPARE YOUR APPLICATION

Your application is a tool to sell yourself and your skills. It is the first contact you have with the selection committee and is your opportunity to convince them that you are worth interviewing. You will have more chance of attracting interest if your application is **well presented**, **succinct**, and **relevant**. Although there is no right or wrong way to present your application, you must address all of the selection criteria listed on the job description.

Selection Criteria – The Selection Criteria describes the particular skills, abilities, knowledge and qualifications (if any) required to achieve the outcomes of the position. Make sure that you adequately address each selection criterion and cite evidence of your suitability. Do not simply state that you meet the requirements of the selection criteria. Give examples, which demonstrate how you meet each criteria.

Describe whatever relevant experience you have, outlining how you have used your knowledge, skills and abilities and relating this to your capacity to meet the requirements (or duties) of the job. If you have not had direct experience in the particular work setting specified, you can demonstrate your ability and/or potential by comparing it to similar or equivalent responsibilities in another job or studies you may have undertaken. You can also draw examples from non-work activities that may also demonstrate skills and knowledge relevant to the selection criteria. The wording for the selection criteria will indicate the level of knowledge, skill and abilities you require to successfully fill the position. Some examples of words used are explained below:

- Demonstrated or proven ability means you should have successfully performed the activity or used the skill in the past. Actual experiences rather than potential to perform the activity is required. "Knowledge of, or an ability to rapidly acquire knowledge of" or "general ability" means that you have the potential to acquire the skill or knowledge.
- "Thorough", "sound" or a "high level" gives an indication that advanced skill or knowledge is required.

3. SUBMIT YOUR APPLICATION

What to Submit – A separate application must be submitted for each Job Advertisement Reference. This number will appear in the advertisement and usually on the front page of the job description. Your application should include the following:

- completed "Application for Advertised Position" form (this is not required if applying online via the Smart Jobs and Careers website);
- a written response to each selection criteria (make sure each selection criteria has been adequately addressed and that you have cited evidence of your suitability);
- a brief summary of your career outlining positions held, major responsibilities and results, and if relevant, any pertinent supporting documentation; and
- the names, positions and contact numbers of two work related referees. (Written personal references are not required as part of your application).

When to submit your application – Applications should be received no later than 5 p.m. on the specified closing date. Acceptance and consideration of late applications is at the discretion of the selection committee. If your application is late you waive your rights to lodge an appeal against the promotion of the person appointed to the position.

How to submit your application

Please note Shared Service Agency (CorporateLink) do not accept hand delivered applications.

All applications should quote the Job Advertisement Reference number and submitted through one of the following options:

- Online:** To apply online, select the relevant Job Advertisement Reference appearing on the Smart Jobs and Careers website, and select the 'apply online' button displayed at the bottom of the screen. Complete Username and password if you are a registered applicant, or click on 'Register' to complete your details. Complete the application form, attach up to (3) files (note: word documents are preferred) by using the 'attach file' button. Select attachments using browse facility. Click the **Submit** button. The system will automatically generate a receipt via email advising you that your application has been lodged and will be forwarded to CorporateLink for inclusion in the selection process.
If you have applied online, please do not duplicate the process by emailing or providing a hard copy of your application.
If you experience a fault whilst lodging your application or did not receive a receipt of your application, please contact the Application Processing Officer on (07) 3006 7693.
Note: A completed "Application for Advertised Position" form is **not** required if applying online. However, a form will be required if sending an application via Email or in the post.
- Email:** vacchs@corporatelink.qld.gov.au (do not send a hard copy of your application if you have emailed it)
- Post:** Attention Applications Processing Officer – CHS, Shared Service Agency (CorporateLink), PO Box 610, Spring Hill Qld 4004, (marked "Private and Confidential")

For applications that are **mailed**, it would assist Shared Service Agency (CorporateLink) if your application is not bound as it will be scanned and sent electronically to the panel. (You are only required to send one (1) application).

4. WHAT HAPPENS TO YOUR APPLICATION?

Your application is used by the selection committee to determine how closely you meet the selection criteria. Shortlisting is a systematic process of comparing information submitted by each applicant against each of the selection criteria. Those who most closely meet the criteria are shortlisted for the interview. If you are unsuccessful in being shortlisted, you can seek feedback from the nominated panel member once the appointment has been made. The feedback will indicate how your application was rated in relation to the selection criteria.

5. WHAT HAPPENS IF YOU ARE SHORTLISTED?

If you are shortlisted, you will be asked to attend an interview. Sometimes other selection techniques may also be used. You may be asked to provide examples of previous work, or undertake an appropriate test, structured group or individual exercises. If such techniques are to be used, you will be advised at the time you are contacted to attend an interview.

The Interview – Selection committee members determine the weightings of any selection criteria. Weighting is determined by considering the relative importance of each criterion in achieving the outcomes of the position. You should be advised before an interview commences of the relative weightings of each selection criteria. During the interview you will have an opportunity to explain or clarify information given in your application. It will be structured and you will be asked a series of pre-determined questions based upon the selection criteria. In addition to the pre-determined questions, further questions may be asked by selection committee members to explore your knowledge and experience. An interview will normally take 30 to 45 minutes and there are usually three interviewers. You will be given the opportunity to question the selection committee, provide relevant information or produce work samples to support your claims to the position.

Reference Checks – Referees provided by you may be contacted following the interview to verify information gathered. Reference checks are usually carried out only for the two or three applicants with the strongest overall performance. Referees will be asked to comment in relation to each selection criterion. In most cases, the most

appropriate referees are your present supervisor and/or your immediate past supervisor. The selection committee will not contact any referee without your knowledge. If any adverse comments are made you will be given the opportunity to respond. Comments made by referees will be documented by the selection committee and are available to you on request. After the completion of the reference checks, applicant assessments and relative merit will be finalised.

6. AFTER THE INTERVIEW

Appointment – Selection is determined by the application of techniques which assess and enable comparison of the applicants in regard to each of the selection criteria. The applicant who demonstrates the highest level of merit for the position overall is recommended for appointment. Once the selected candidate is chosen both the successful applicant (appointee) and all other candidates will be notified. Notification also appears in the Queensland Government Gazette

Post Selection Feedback - Post selection feedback will be provided to unsuccessful applicants upon request to the chair of the selection panel. Feedback will be based upon an assessment of the applicant's suitability in relation to each of the selection criterion.

7. ADDITIONAL INFORMATION

Special Needs - The selection committee will endeavour to meet any special requirements you may have to be able to attend the interview, such as building access or assistance with communication. Please make your needs known to the panel at the time you are contacted for an interview, so that arrangements can be made.

Specified Positions – Certain positions that provide direct services or have contact with, or develop policy affecting, Aboriginal and Torres Strait Islander people are known as specified positions. These positions can occur at all levels and in different employment streams within the Queensland Government. It is NOT mandatory for an Aboriginal or Torres Strait Islander to fill a specified position. You do, however, need to demonstrate your ability to meet the relevant selection criteria as indicated in the job description.

Grievance and Appeals – In certain circumstances, Queensland Public Service employees may be eligible to appeal against a promotion decision. For further information, contact the Human Resources Branch.

Pre-employment Checks - Pre-employment checks of preferred applicants may include checking of criminal history, identity and previous disciplinary history. Criminal history checks on successful applicants are mandatory for jobs with Department of Child Safety.

Other – The usual conditions of employment for Queensland Public Sector Employees apply. The Queensland Government is an Equal Opportunity Employer. The Queensland Government has a non-smoking policy within all government buildings.

If you have any further questions about the selection process, please contact the person whose name and phone number is listed on the job description.