



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

#### Purpose

- To outline the procedures necessary for the employment of staff and volunteers
- To describe the system for the recruitment and selection of staff and volunteers
- To ensure that employment agreements are made legally.

#### Scope

This procedure applies to all applicants for vacancies and appointments of staff, including full time, part time, casual and temporary and volunteers who are entitled to work or volunteer in Australia

#### Policy

- Policy 3 Our Volunteers
- Policy 4 Commitment to Employees
- Policy 8 Compliance

#### References

- Fair Work Act 2009
- AS/NZS ISO 9001:2008
- Equal Opportunity Act (Vic) 2010

#### Procedure

##### 1. Wesley Mission Victoria's Compliance with Responsibilities as an Employer

Managers shall ensure all staff employment practices:

- Comply with awards, enterprise agreements, employment contracts and Wesley policies, as appropriate;
- Comply with occupational health and safety requirements;
- Comply with equal employment opportunity and anti-discrimination legislation
- Promote the prevention of harassment and bullying in the workplace

##### 2. Recruitment Decision - Employees

**2.1** Where the recruitment or replacement of staff is to occur, Managers, in consultation with their Executive Manager / General Manager, shall undertake the following action prior to proceeding with the recruitment:



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

- review staff vacancies to determine whether the re-structuring of the associated duties would be a more effective strategy, taking into account:
  - succession planning;
  - present staff skills and aptitudes;
  - whether a direct appointment or transfer/secondment is appropriate; and
  - whether a casual/permanent placement is the most appropriate.
- define the required position;
- compile or update the relevant position description and competencies;
- establish key selection criteria;
- request “expressions of interest” be submitted (in case of secondment only);
- In conjunction with Human Resources establish terms of employment including award and/or agreement classification or non-award remuneration structure if required.

2.2 The Manager must complete a Recruitment Approval Form (HR F 53) and forward to the Human Resources Recruitment Officer to initiate the recruitment process

2.3 Where a Position Description is revised or newly created the Manager **must** forward a copy to the Human Resources Recruitment Officer before advertising the position or placing an employee in the role. Details on Position Description requirements are found in Alteration, Review or Creation of a Position Description and Organisational Charts Procedure (HR P 28).

### 3. Senior Appointments

The Board of Executive Managers shall appoint the Chief Executive Officer (CEO) after determining the most appropriate method of selection, and the terms and conditions of employment.

The CEO shall appoint the Executive Management Team roles after determining the most appropriate method of selection, the terms and conditions of employment and then shall advise the Board of appointments.

The General Managers should appoint Program Managers after discussion with their respective Executive Managers and after consideration of the most appropriate recruitment process.

### 4. Recruitment Strategy – Advertising a vacant position

4.1 In addition to placing an advertisement in a newspaper or online a wide variety of recruitment strategies may be considered in the process of making an appointment eg liaison with technical colleges, word of mouth, information nights or internal advertising alone. For further recruitment strategy ideas speak with the Human Resources Recruitment Officer. *Recruitment agencies should not be engaged without the involvement of the Human Resources Department.*

4.2 All vacant positions, with the exception of the CEO, should be advertised internally via Human Resources. *Temporary positions (such as acting roles) for a duration of 5 weeks or less do not require to be advertised, however in many circumstances it is good practice to advertise internally.*



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

4.3 The Manager or Executive Manager / General Manager in consultation with Human Resources shall initiate the appropriate advertising strategy from the pool of recruitment methods available. The Manager must also advise HR staff of account allocation for the advertisement and date/s required for advertisement display.

4.4 The Human Resources Recruitment Officer shall draft an advertisement and obtain the Managers approval before placing and displaying the advertisement.

4.5 Where print advertising is to occur, the Manager or Executive Manager/General Manager shall forward an electronic copy of the required advertisement to Human Resources for proof and approval. To ensure advertisements are placed in the relevant newspaper on the date requested, the Manager or Executive Manager/General Manager must adhere to the following deadlines:

- The Age (Line/Display Ad) 12:00 pm Thursday Printed on Saturday
- Local Papers (Line/Display Ad) 12:00 pm Wednesday Printed on the Following Tues/Wed or Thurs

4.6 Where online advertising is to occur, the Manager or Executive Manager / General Manager shall forward the Recruitment Approval Form (HR F 53) at least 48 hours prior to the requested display date and no later than 12:00 pm on Friday.

4.7 Where internal advertising only is to occur, The Manager or Executive Manager / General Manager shall forward the Recruitment Approval Form (HR F 53) at least 48 hours prior to the advertisement being placed on WesCom.

4.8 All vacancies that are advertised externally shall also be advertised internally on WesCom by the HR Department.

4.9 Advertisements shall:

- State the position type (eg: Full Time/Part Time /Casual/Temporary)
- State the hours and days required for part-time positions if applicable
- State the appointment type in the heading (where applicable for temporary/maternity leave replacement etc)
- Contain general information about Wesley and/or program
- State location of work – whether the position is in the CBD, or which suburb or area
- Brief description of key position responsibilities and competencies required for the role.
- Describe working environment – whether the position is part of a team or an autonomous role
- State the relevant award (where applicable)
- Description of Job Benefits



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

- Request applications in writing addressing the key competencies of the position (where applicable) either by mail and/or email to the appropriate Manager or designate.
- Enquiries for further information i.e. position descriptions, statement of ethos, should be made to the appropriate Manager or designate by telephone or email.
- State the closing date for applications.
- State WMV encourages applications from Indigenous people, people from culturally and linguistically diverse backgrounds, people with disabilities, women and men and only those with entitlement to work in Australia are to apply

#### 5 Receipt of Applications

All applications are sent to the HR Recruitment Officer or delegate. The HR Recruitment Officer or delegate sends an email to all applicants thanking them for their application and stating that further contact will only be made if they are successful in the next stage of the recruitment process. All applicants will receive this notification no later than 7 days from the closure date.

#### 6 Selection Panels

- 6.1 Managers shall form selection panels to review and interview applicants for a position.
- 6.2 Selection Panels **shall consist** of:
- A minimum of two participants (ideally three for more senior positions);
  - The immediate Supervisor of the vacant position and/or other staff member who has first hand experience of the skills and tasks involved in the job;
  - Client Representative (where available and practicable- as a third participant only);
  - Executive Manager / General Manager or CEO where required (for senior positions);
  - Both genders, when possible;
  - Where the applicant is known to or a work colleague of those on the selection panel another panel member is required who is unacquainted with the applicant.
  - The immediate supervisor of the position will be the Chairperson.
- 6.3 Prior to the interview process the **Chairperson** of the selection panel **shall ensure** that they and the panel:
- have all necessary information: e.g. job description, selection criteria, conditions of employment, copies of applications and ensure the panel is aware of anti-discrimination and EEO requirements;
  - plan in advance for the selection process; especially the method of selection, short listing, key interview questions and copies of Record of Interview Form (HR F 45) and Recruitment Interview Summary Report Form (HR F 10). The HR Recruitment Officer can provide a template of interview questions.



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

- **Short listing** of applications is to be conducted by giving consideration to the 'fit' of the applicant against the selection criteria. A record of applications and those short listed must be prepared.
- 6.4 During the **interview process** the **Chairperson** of the selection panel **shall ensure** that they and the panel:
- assess the qualifications, experience and work skills of applicants in relation to the key selection criteria and position description;
  - place an emphasis on checking that the applicant's personality and character is suited to the values of WMV;
  - sight the applicant's certificates and qualifications at an interview when possible (suggested the panel confirm with training institute to verify qualification);
  - request contact details of referees for reference checking . As part of referee checks, the applicant must be informed that referees will be asked whether they have knowledge or information concerning the applicant, which would adversely affect the applicant from performing the job;
  - inform the applicant that an appointment is subject to a current police check and Working with Children Check if working with children or young people. Provide the applicant a copy of Annex A from Police Check Procedure (HR P 30) and Working with Children Check Procedure (WMV HR QP 36);
  - check if the applicant has been previously employed by WMV (see page 2 of Application for Employment HR F 02) and contact the HR Administrator to check past records relating to the applicant;
  - Obtain evidence of entitlement to work – confirmation of Australian Citizenship or Work Visa
  - consider all factors then decide on which applicant to recommend for the position;
  - ensure that all unsuccessful applicants who are interviewed are notified that the position is not being offered to them. This should occur within one week of an offer being accepted by the prime candidate.
- 6.5 An Application for Employment Form (HR F 02) can be completed by the applicant prior to the interview or after depending on what is seen as appropriate for the seniority of the role.
- 6.6 The selection process must be thoroughly documented with detailed explanation substantiating the decision of the panel. The Recruitment Interview Summary Report Form (HR F 10) must be completed in response to each candidate interviewed
- 6.7 Applications that maybe deemed appropriate for an alternative Program/Department within WMV should be brought to the attention of the appropriate Manager.
- 6.8 Unsuccessful applications and selection documentation should be returned to the HR Department where they will be securely held for 3 months after the selection process and then shredded.
- 6.9 After the interview, at least **two** background **employment checks** from recent past and relevant employers/Supervisors are to be conducted by appropriately knowledgeable personnel. The results are to



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

be detailed on the Telephone Reference Checklist (HR F 17) and signed and dated. An **additional character reference** is also to be conducted for an applicant applying for a position within the disability programs (This includes internal applicants).

6.10 The Chairperson of the selection panel shall ensure that a current, completed and signed Victoria Police Consent to Check and Release Police Records form is obtained from the applicant and is processed in accordance with the Police History Check Procedure (HR P 30). An Information Sheet for Prospective Staff and Volunteers should be presented to the applicant and discussed (Annex A of HR P 30 Police History Check Procedure). It must be highlighted that an appointment **cannot commence** until a police check has been conducted and the results received. Candidates should be advised that Police checks would then occur once every three years whilst employed at WMV.

6.11 Where working with children or young people is a requirement of the position applied for, a Working with Children Check is required.

6.12 Before any offer can be made, Managers must obtain approval to the selection approval from their relevant Executive Manager / General Manager

6.13 Once the position has been accepted by the applicant, the Manager shall forward to Human Resources Employee Commencement Form (HR F 09) so that an Employment Agreement/letter of offer can be prepared.

## 7 Confirming Australian Citizenship

7.1 To confirm a job applicant has an Australian citizen's entitlement to work the program administration must sight and take a photocopy of one of the following:

- Australian passport
- Australian citizenship certificate or certificate of evidence of Australian citizenship and another form of photo identification such as a drivers licence
- Full Australian birth certificate for a person born before 20 August 1986 and another form of photo identification such as a drivers licence
- Full Australian birth certificate for a person born on or after 20 August 1986, showing that at least one parent was born in Australia and another form of photo identification such as a drivers licence
- Copy of a working visa from a non Australian passport

7.2 If a job applicant can not provide evidence of their entitlement to work in Australia they should be referred to the nearest office of the Department of Immigration and Citizenship (DIAC) to obtain the necessary evidence.

7.3 The job applicant must have completed the Application for Employment Form (HR F 02) confirming their consent for WMV to check their visa details.

7.4 The program administration must sight and take a photocopy of the job applicant's passport and work visa.



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

7.5 For applicants on a working visa, Human Resources staff must perform a work entitlement check through Visa Entitlement Verification Online (VEVO) by accessing the website [www.immi.gov.au](http://www.immi.gov.au) and inform the Program Manager of the results. VEVO will provide one of the following responses:

- Yes. This person has unlimited work entitlements which means you can employ the candidate.
- Yes. But this person has limited work entitlements and can only work for you within these limitations. Where this occurs a discussion must occur between Human Resources and the Manager so an appropriate employment contract can be created to take into account the limited work entitlements.
- No. You may not be able to employ this person.

7.6 If the applicant is successful in obtaining a position with WMV then the photocopy of the applicants passport and/or other documentation and a printout of the online notification from VEVO must be filed on the applicants personnel file by Human Resources and a notification of VISA status placed in the pay system.

7.7 If the applicant is unsuccessful in obtaining a position with WMV then the photocopy of the applicant's passport and/or other documentation and the printout of the online notification from VEVO must be held in a secure location with the other recruitment documentation ie resume for a period of 3 months and then securely destroyed.

7.8 Programs with staff on entitlement to work visas must keep a register of these staff and their visa details. Every 3 months the Program Manager is to send this list to the HR Administrator to conduct a review of entitlement to work status on VEVO. The Program Manager is to be informed of the result and a copy of the statement is to be placed on the staff members personnel file.

## 8 Employment Agreements/Letter of Offer

8.1 Human Resources shall be responsible for forwarding an appropriate employment agreement to the new employee via the Program Manager. Human Resources will issue all agreements within 48 hours of receiving a correctly completed Employee Commencement Form (HR F 09).

8.2 If a new appointment is to have fully maintained vehicle as part of a contract a Vehicle Private Use Form (SUP F 04) must be completed and forwarded to the Finance Department.

8.3 The Manager must complete a Network Account Form (ICT F 01) and forward to the Information and Communication Department.

8.4 Employment agreements shall contain at least:

- the correct classification;
- rate of pay;
- hours of work;
- Dispute settling procedures and stand-down provisions, as required by Industrial Relations Legislation that covers full-time, part-time and casual employment.
- A probationary period



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

8.5 Within WMV a three-month probationary period applies to all new permanent (full time or part time) or fixed term employees. Management positions have a six month probation period.

8.6 The program manager shall be responsible for the employment agreement being signed by the successful applicant (2 copies of the contract are to be signed – the employee keeps one signed original, the employer takes the second signed original to be mailed to the Human Resources Department for filing). **Until such time as the agreement is signed by Wesley and the employee (and after a satisfactory police check has been conducted) the employee cannot commence work.**

8.7 Documentation requiring action and to be forwarded for filing to the HR Department before the successful applicant commences

**Mandatory for all WMV employees:**

- Current position description signed by the successful applicant;
- Application for Employment Form (HR F 02);
- Tax Form;
- Complying Superannuation fund details;
- Banking Details Form (HR F 06);
- A minimum of two reference checks on Telephone Reference Checklist (HR F 17);
- Notes from interviews, Recruitment Interview Summary Report Form (HR F 10) and Record of Interview Form (HR F 45)
- Signed Code of Conduct (HR DOC 01);
- Copy of qualifications and registrations if appropriate;
- Copy of driver's licence;
- Copy of resume;
- 1 Passport sized photo
- Copy of Working with Children Check if appropriate;
- Copy of visa if from overseas (with copy of statement from VEVO) verifying that the applicant is allowed to work and for how long);
- Copy of signed Office Technology Acknowledgement Form (ICT F 02) and Mobile Phone Procedure (WMV IM QP 21);
- Any other information regarding the position applied for e.g. special considerations and time frame for processing.

8.8 The Program Manager should keep securely on site a copies of the employee's Application for Employment Form (HR F 02), qualifications and position description. All other employee documentation is to be forwarded to the HR Department for filing.





## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

8.9 An information pack of essential introduction data must be provided to a new employee preferably prior to commencement or no later than their first working day. For staff based at 148 Lonsdale St, this pack will be prepared and sent to the new employee by the HR Administrator. For all other sites the Manager is responsible for ensuring copies of the below listed documents are given to their new employee.

- All of the Wesley Mission Victoria Policies;
- Staff Leave Procedure (WMV HR QP 18);
- Salary Packaging Procedure (HR P 11)
- Salary Packaging Handbook (from Access Pay)
- Salary Sacrificing Procedure (HR P 22)
- Staff and Volunteer Grievance Procedure (HR P 08)
- Computer Use & Internet Access Procedure (ICT P 02)

#### 9 Status of Casual Staff

Casual staff shall only be used as relievers to fill shifts covering sick leave, annual leave, etc. Casual staff should not be used on regular hours, on a continual basis – otherwise they can be deemed to be permanent and their status of employment will require review.

For a casual employee to become a permanent employee they must apply for an advertised vacant position. Appointments from casual to permanent must occur as per the process outlined in this procedure.

#### 10 Staff Induction and Probationary Period

New staff shall be inducted in accordance with Induction and Probation Procedure (HR P 10).

#### 11 Recruitment of Volunteers

11.1 Volunteers must be 16 years of age or over. As volunteers aged 16 to 17 years cannot complete a police check, the following assessment and recruiting procedures must be followed (with a specific PD available):

- Completion of 2 independent references (not family members)
- One to one interview to assess suitability for role
- Only placed in supervised role and with no client contact

11.2 Volunteers 18 years and over must have a satisfactory police check before commencing training.

11.3 Any volunteers working with children (under 18 years) must have completed a Working with Children Check (WWCC) before they commence training.

11.4 Consult the Pre-Recruitment Checklist – Volunteers (HR F 42) to prepare to for recruitment



## ALL SERVICES

---

### RECRUITMENT PROCEDURE

---

11.5 Before advertising a volunteer position a current and relevant position description must be prepared as per Alteration, Review or Creation of a Position Description and Organisational Charts Procedure (HR P 28).

11.6 Advertising of volunteers can be managed by the Program and/or supported by the Human Resources Coordinator of Volunteer Programs. For recruitment processes refer:

- Recruitment and Advertising Guideline – Volunteers (HR doc 03)

11.7 Initial enquiries made by a potential volunteer are to be followed up within 1 – 2 weeks. Follow-up communication processes should be determined by the programs Coordinator / Supervisor.

11.8 It is recommended prospective volunteers attend an ‘information session’ or visit the Program site to gain further information and insight into the program and the volunteer role prior to attending Induction Training.

11.9 Prospective volunteers will undergo a selection process involving either a 1 on 1 interview, or group interview during which the applicant will be assessed against key selection criteria as outlined in the Volunteer Position Description. Refer to Interview Questions- Volunteers (HR F 53)

11.10 Before commencement of induction training, prospective volunteers must complete:

- Volunteer Application Form (HR F 32)
- Police Check Consent form & 100 point ID
- Volunteer Position Description (program specific), to be read, signed and returned prior or at induction training

11.11 All potential volunteers, Coordinator / Supervisor must complete two referee checks, either by telephone or in writing, in line with the Reference Check - Volunteer (HR F 19).

11.12 Coordinators / Supervisors have the authority to refuse a potential volunteer application if there is an appropriate reason to do so ie. poor reference check, unsatisfactory police check, skills not matched in selection criteria. Non-selection must be done using appropriately, ensuring that the equal opportunity legislation is adhered to.



## ALL SERVICES

### RECRUITMENT PROCEDURE

#### Appendix A Employee Selection and Appointment Check sheet

TASK	RESPONSIBLE	✓	REFERENCES
Identification of Position/Approval Process	Manager		
Confirm and register Position Description	Manager/Executive /General Manager		HR PD xx
Complete Recruitment Approval Form	Manager/Executive/ General Manager		HR F 53
Advertising the Position (internal/external)			
a. HR write advertisement/Manager approve	Manager/Human Resources		
b. Placement by H.R.	Human Resources		
Receive Applications			
a. Respond to applications	Human Resources or delegate		
Panel Formation	Manager - Chair		
Panel to obtain all necessary information to make considered selection	Panel with Manager and HR		
Shortlist Applicants for interview	Panel		
Selection Criteria and records of the interview process must be recorded	Panel		HR F 45 HR F 10
Police Check application completed & sent for clearance	Administration Coordinator		HR P 30
Copy of Working with Children Check (if required)	Administration Coordinator		HR P 36
Entitlement to work check	Human Resources		
Hiring Approval	Executive /General Manager		
Decision made and HR notified	Panel		HR F 09
HR prepare and forward Employment Agreement	HR Administrator		
Manager to forward additional documentation to HR for processing	Manager		
<b>An Employee can not commence work until their agreement is signed and a satisfactory police check is complete</b>			
Manager to arrange information kit for new employee	Manager and Administration Coordinator		
New employee to be booked into WMV Induction Training	Manager		HR P 10
Complete Employee Induction Checklist	Manager		HR F 21
Complete New Computer User Form and forward to IM Department	Manager		ICT F 01



## ALL SERVICES

### RECRUITMENT PROCEDURE

Three month probationary review	Immediate Supervisor /Manager/Executive		HR F 04
---------------------------------	--	--	---------

#### Appendix B Checklist of Items for the HR Department (as per 8.7)

- Current position description signed by the successful applicant;
- Application for Employment Form (HR F 02);
- Tax Form;
- Complying Superannuation fund details;
- Banking Details Form (HR F 06);
- A minimum of two reference checks on Telephone Reference Checklist (HR F 17);
- Notes from interviews, Recruitment Interview Summary Report Form (HR F 10) and Record of Interview Form (HR F 45)
- Signed Code of Conduct (CG DOC 01);
- Copy of qualifications and registrations if appropriate;
- Copy of driver's licence;
- Copy of resume;
- 1 Passport sized photo
- Copy of Working with Children Check if appropriate;
- Copy of visa if from overseas (with copy of statement from VEVO) verifying that the applicant is allowed to work and for how long);
- Copy of signed Office Technology Acknowledgement Form (ICT F 02) and Mobile Phone Procedure (ICT P 21);
- Any other information regarding the position applied for e.g. special considerations and time frame for processing.

#### For the ICT Department

- Network Account Form (ICT F 01)

#### For the Finance Department

- Vehicle Private Use Form (SUP F 04)



## ALL SERVICES

### RECRUITMENT PROCEDURE

#### Appendix C Volunteer Selection and Appointment Check sheet

	TASK	RESPONSIBLE	✓	RECORDS and FORMS
	Position Description Prepared			
	Advertise Position	Volunteer Coordinator/Manager		HR PD xx
	Selection Process	Volunteer Coordinator/Manager		
	Police Check	Administrator		HR P 30
	Commencement Form Completed			HR F 32