

External Recruitment Selection Procedures and Guidelines – hr

Human Resources



Purpose and Scope

This document details the processes to be applied by Human Resources to ensure effective external recruitment and selection.

Principles

yourtown External Recruitment Selection Procedures and Guidelines are underpinned by:

- yourtown's core behaviours of Respect, Excellence and Creativity
- Equal Opportunity Employment and merit-based decision-making
- Privacy and confidentiality surrounding applicants' personal information
- Procedural fairness.

Equal Opportunity Employment

yourtown supports working environments that are fair, just and free from discrimination and bias.

This means yourtown does not tolerate discrimination or harassment of any type, including (but not limited to): race, colour, disability, religion, gender, age, national origin, sexuality, gender identity, marital status, pregnancy or breastfeeding, or trade union activity.

As such, all employment decisions are made on the basis of merit. Through the selection process, applicants are to demonstrate and be assessed against how they meet the eligibility and essential selection criteria for the position for which they have applied.

Privacy and Confidentiality

yourtown is committed to protecting the privacy of all job applicants. We demonstrate this commitment through our on-going compliance with all Privacy legislation (and related Privacy Principles) and by managing criminal history information in accordance with standards established through legislation. All employees involved in the recruitment and selection processes are to hold and treat all information concerning applications (including applicants' personal information) as confidential.

Procedural Fairness

Procedural fairness provisions apply to all yourtown recruitment and selection processes:

- Applicants are entitled to information concerning vacant positions
- All applicants are able to receive contact, support, and feedback about decision-making and the status of applications from the Human Resources department in a timely manner
- All applications remain confidential with personal information handled in accordance with relevant privacy legislation
- External applicants can lodge concerns or complaints about the recruitment and/or selection process.

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Conflicts of Interest

Conflicts of interest must be avoided. A conflict of interest arises when an employee makes a decision or participates in decision-making affecting another person with whom they have a close and/or personal relationship.

An example is where an applicant for a position is related to or has a personal connection with:

- the immediate line manager or a manager with authority over the position
- a past or present client at that site
- a past or present volunteer at that site.

Where such conflicts of interest arise or may arise, the following procedures apply:

- The applicant and the employee involved in the decision-making process are to advise the Human Resources representative of the existence of a real or potential conflict of interest
- The Human Resources representative will provide guidance on the matter and will act to address and resolve the conflict of interest
- The matter will be escalated to the People and Culture Manager or their delegate for decision-making
- The Human Resources representative will provide information and feedback to the applicant and staff member involved concerning decisions and any alternative arrangements.

Role of Human Resources

The yourtown Human Resources department facilitates and provides support to recruiting managers, applicants, and selection panel members throughout the recruitment and selection process.

Advertising Vacancies

All vacant positions available externally are uploaded to yourtown's Vacancy web page:

<https://www.yourtown.org.au/about/careers-at-yourtown.php>

All vacancies will be advertised for a reasonable period of time and will include information about the closing date for applications. Applications will not be accepted past the closing date except under extraordinary circumstances and at the discretion of the Selection Panel.

All vacancy advertisements include:

- the closing date for applications
- contact details of the relevant Human Resources representative
- an invitation for prospective applicants to call and discuss the position prior to submitting an application
- the contact details for Human Resources should applicants experience difficulties and require assistance lodging their applications
- a Position Description to provide information about the responsibilities, scope, and selection criteria applying to the position.

The Human Resource department manages the development and posting of job advertisements.

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Position Descriptions and Selection Criteria

Position Descriptions are developed for all positions at yourtown and will be available for all applicants.

Each yourtown Position Description outlines the relevant reporting line/s, scope of responsibility, and any essential and desirable selection criteria for the position being advertised.

In some circumstances, applicants may not be required to provide responses to all selection criteria in the Position Description as part of their application. yourtown's online system will identify the selection criteria that must be addressed by applicants for that stage of the application process.

Additionally Position Descriptions include reference to other mandatory requirements that must be met to be appointed to the position. These requirements can include state/territory criminal history screening requirements (refer below), position or contractual requirements, and the ability to support and work within yourtown's mission and values.

Lodging Applications

All applications (both internal and external) should be lodged through yourtown's on-line vacancy webpage.

The following procedures apply:

- Applicants initiate their applications by clicking the 'apply' button at the bottom of the vacancy advertisement
- Applicants are responsible for attaching all relevant supporting documentation e.g. a copy of their resume, supporting letter or other credentials
- Applicants should report any technical difficulties to the Human Resources team on (07) 3368 3399. Human Resources will provide support to any applicant experiencing difficulty in lodging their application.

Short-listing of Applicants

Short-listing is conducted by recruiting managers with the Human Resources department to establish an appropriate number of applicants who will progress to the interview stage.

Short-listing is based upon the level of experience indicated from information provided in resumes, answers to application questions, and may also include responses to phone interview questions.

Interviews

An interview provides an opportunity for yourtown and the applicant to further explore the applicant's suitability for the position.

yourtown interviews include a representative from the Human Resources department and the recruiting manager or nominated representative. A third panel member may also be included from management or for specialised consultative purposes (such as a representative from external agency in accordance with a specific contractual requirement).

Reference Checks

Reference checks are used to confirm the applicant's eligibility to apply as outlined in this guideline, their current experience, and the information provided in their application.

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Referee contact details are confirmed with the relevant applicants and referees are contacted post-interview.

Criminal History Screening

State and Territory legislation require employees working with children and young people (or their records) to undergo criminal history screening / Working with Children assessments and maintain clearance throughout their period of engagement. Requirements and arrangements differ between each State and Territory.

Similarly, employees who have access to personal credit card information may also be required to undergo criminal history checks to guard against opportunity for fraud.

All Position Descriptions for vacancies at yourtown outline details of any criminal history or Work with Children assessments required for the vacancy advertised.

Human Resources will support the successful applicants to submit the relevant State or Territory application at time of appointment.

Any unsuccessful clearances will be managed in accordance with the relevant yourtown procedure and/or legislative requirements.

Verification of Qualifications / Credentials

yourtown reserves the right to verify any qualifications or credentials provided by applicants which may be required for, or relevant to, their roles.

Any questions about the validity of qualifications or credentials will be addressed with the applicant by Human Resources staff.

Unsuccessful Applicants

All unsuccessful applicants will be notified and invited to discuss any questions they may have regarding their application.