



## **CHRISTIAN COMMUNITY AID**

### **JOB APPLICATION AND INFORMATION GUIDE**

As part of the CCA equal employment opportunity policy, employees are selected on merit. This means the person whose skills, knowledge and experience best match the job requirements will be selected.

This Guide covers 5 major areas that potential applicant may find useful when applying for a job at CCA, including:

- Application Checklist / Guide**
  - i) Get Job Information
  - ii) Write your application
  - iii) Interview and Selection
  - iv) What happens next?
  
- CCA – Occupational Health and Safety Policy**
  
- CCA – Equal Employment Opportunity**
  
- CCA – Ethical Practice**
  
- CCA – Principles of Cultural Diversity**





## **Christian Community Aid Job Application Checklist / Guide**

### **(1) Get Information**

You will have a much better chance of getting the job you want with CCA if you take the following steps:

#### **Read the job advertisement carefully**

The CCA job advertisements list the 'selection criteria'. The selection criteria describe the skills, knowledge and experience needed to do the job. Advertisements also have a brief description of the job, the name of the inquiries person, an address and a closing date for applications.

Read the advertisement and make a note of anything you don't understand so you can ask questions. Keep a copy of the advertisement for future use.

#### **Get the information package**

Ring the number given for the information package. The package will include a description of the duties of the job, plus other documents (such as an organisation chart) which will help you with your application.

#### **Telephone the inquiries person**

You can get more information about the job by phoning the contact person named in the advertisement. Speak to him or her after you read the information package so your questions will be more relevant.

Speaking to the inquiries person will help you decide whether to apply for the job, and which of your skills, knowledge and experience to emphasise in your application.

## **Other Information**

Get as much information as you can to write a good application. You might meet with the contact person at the workplace. This may help to familiarise you with the organisation, helping you prepare a better application and perform better in an interview.

### **(2) Write your application**

You need to apply in writing to CCA. It is important to prepare a good application, as it will be used to decide whether you get an interview. A good application shows why you are the best person for the job and how your skills, knowledge and experience match the selection criteria. It contains:

- A brief covering letter
- Your 'claim for the position' (see below)
- Your resume (see below)

### **Your claim for the position – the most important part of your application**

You must include a 'claim for the position' in your application. If not, you are unlikely to get an interview.

You write a claim for the position to show the selection panel that you have the right mix of skills, knowledge and experience to do the job. You need to write a specific claim for each job you apply for at CCA.

**Make a separate heading** for each selection criterion. For each one, describe your skills, knowledge and experience and show how they could be used in the job. Emphasise your major achievements. Use positive language, for example: 'In my current role I take responsibility for...; is better than 'I have limited experience in ...'

### **Your resume**

Prepare a resume (that is, curriculum vitae) which is clear, concise, up to date and includes:

- Personal details
- Education and training

- Employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- Skills/experience gained outside of paid work
- Contact details for two referees, one of whom must be your current supervisor or manager. Please include their complete phone and fax numbers and e-mail addresses. Also include a note requesting an interpreter if needed.

Ideally, your referees will be able to comment on your recent work performance. If you can, give them a copy of the job advertisement and position description.

### **Some key words in selection criteria**

*Demonstrated knowledge:* You need to give examples that prove you have this area of knowledge.

*Ability to:* You do not need to have done this kind of work before, but your skills, knowledge and experience must show that you are capable of doing this part of the job. Describe things you have done which prove you could do this kind of work.

*Experience in:* You have to show you have done this work before. Give examples.

*Effective, Proven, Highly developed, Superior:* These are all asking you to show your level of achievement. Give as much detail as you can, using examples of your achievements to show your level of skills, knowledge and experience.

*Good communication skills:* This is not about whether you speak English with an accent. This is about showing you have the communication skills needed to do the job. You could include: experience in dealing with people, details of things you have written and examples of problems you have solved using your communication skills.

*Knowledge and understanding of Equal Employment Opportunity (EEO), Occupational Health and Safety (OH&S), Ethnic Affairs Priorities Statements (EAPS) or Ethical Practice:* For these criteria, you need to study the attached information and show you understand what these criteria mean and how they apply to the job.

### **(3) Interview and Selection**

A panel of two or three people undertakes the selection interviews (this will include one man and one woman). Selection involves:

#### **Shortlisting**

The selection panel assesses all the applications against the selection criteria to decide who will be interviewed. Applicants who best meet the selection criteria will be called for an interview.

#### **Interview Preparation**

If you are chosen for an interview, you should prepare carefully.

Interview questions are based on the selection criteria. Read the criteria and think of likely questions. Practice your answers out loud or with a friend. Interviews are like public speaking – prepare and rehearse as much as you can.

Consider challenges of the job and how your skills, knowledge and experience will help you meet them. Read your application and decide which points you want to emphasise.

#### **At the Interview**

The selection panel may use a number of methods to assess your ability to do the job, work samples, case studies or tests. If you have not been told what to expect, you can telephone and ask if there will be a case study as well as the interview. Some selection panels will ask you to arrive 15 minutes or 30 minutes early, in order to give you time to read the case studies, prepare notes and settle down prior to the interview.

It is important to remember to bring your 'Original' and photocopies of the transcript(s) of your academic record(s) and/or certificates, diplomas and so forth. If you do not have access to a photocopier, we will photocopy these originals and return them to you.

When answering the interview questions remember:

- It is OK to take your time – think before you answer
- If the question is unclear, ask for it to be explained
- You will usually need to restate details which are in your application
- Give examples from your experience with each answer
- Give complete answers – don't assume you can omit details

- Interviewers may be more comfortable if you maintain eye contact

At the end of the interview, ask any questions you have about the job. Restate your major strengths, adding anything that has been left out.

### **Referee checks**

Your referees will be contacted if you are one of the best applicants for the job.

### **(4) What happens next?**

If you are selected for the job you will be telephoned with a job offer. You may be asked to provide some documents (for example, birth certificate, evidence of citizenship or resident status). The offer will then be confirmed in writing.

The probationary period for new employees is three months, or as discussed at the time of the interview.

All positions in CCA are subject to on-going funding from the government department which provides the funding for each program.

As a general rule, only Australian citizens and Australian permanent residents, ie migrants who are not yet Australian citizens, have unrestricted rights to employment in Australia. Any other foreign citizen who wants to work in Australia must have a valid temporary visa that allows employment.

If your application is unsuccessful, you will receive a letter. If you feel that it would be helpful, please telephone the convenor of the selection panel and ask for feedback. This can help you to understand the decision and improve your performance in future interviews.

### **People with a disability**

If you are chosen for an interview, you will be contacted by phone. This is the time to say whether you need anything to assist you at the interview, for example if you need:

- Wheelchair access into or around the building
- An Auslan interpreter
- To bring a guide dog.

You do not have to disclose your disability during the application process. However, you could discuss your disability at the interview if you felt it would

help your application. For example, you may explain to the panel why your disability will not affect your ability to do the job. Or you may want to briefly discuss how the job could be adjusted to allow for your disability. Examples are :

- Equipment which will allow you to perform the job with greater efficiency
- Exchanging some tasks of the job for the tasks of another position
- Altering the physical layout of the work area

These matters cannot be finalised at the interview. They will be negotiated in detail with you if you are the successful applicant.

### **Overseas qualifications**

If you have overseas qualifications you may need to get formal recognition of these qualifications before applying for jobs at CCA that require tertiary qualifications. For help with this, phone:

- Overseas Skills Advisory Service, ph (02) 9707 2500 or 9269 3500

The selection panel will assess your qualifications. It may be useful to give them a statement, which shows the Australian equivalent of your qualification. This may be obtained from:

- Overseas Skills Advisory Service, ph (02) 9707 2500 or 9269 3500
- National Office of Overseas Skills Recognition (NOOSR), ph 1800 020 086

Sometimes, it may be enough if you photocopy the page from the Country Education Profile Booklet which shows your qualification. To get a copy of this booklet, phone Ausinfo on 13 24 47.

If you are not sure what documents or evidence you may need, ask the contact person for the job.

For advice about recognition of overseas skills and qualifications, phone the numbers given above for Overseas Skills Advisory Service and NOOSR. See also the NOOSR web site – <http://www.deetya.gov.au/noosr/>

## **Christian Community Aid**

### **OCCUPATIONAL HEALTH AND SAFETY POLICY**

The Occupational Health and Safety Act 2002 requires organisations to ensure the health, safety and welfare of staff and people at a place of work. Contained within the Act are provisions which place responsibility for occupational health and safety matters not only on the employer but also on the individual employees.

CCA recognises that every person has the right to a safe and healthy working environment. In achieving this objective, the following areas have been identified.

#### **Specific Responsibilities**

##### **Management**

The Management Committee and the Manager are responsible for:

- A) Providing for staff, students and others a safe, ordered and secure environment which is conducive to working and learning.
- B) Developing policies and procedures to prevent risk and secure a safe and healthy working environment.
- C) Providing information, education and training necessary to ensure health and safety at work.
- D) Establishing procedures for effective rehabilitation.

##### **Program Co-ordinators**

Program Co-ordinators are responsible for:

- A) Monitoring and reviewing the working environment under their control.
- B) Ensuring employees are given equipment, information and instruction necessary to ensure health and safety.
- C) Ensuring individuals maintain a high level of awareness of health and safety issues.
- D) Fostering a working environment which encourages staff to report difficulties and assist with the rehabilitation of injured staff.

## **All Employees**

All employees are responsible for:

- A) Taking reasonable care in regard to the health and safety of others at the place of work.
- B) Cooperating with the employer in ensuring a safe and healthy work environment.
- C) Reporting potential and actual health and safety hazards to their supervisors.

### Note

In accordance with the Occupational Health and Safety Act 2000, no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare on any CCA premises.

## **Christian Community Aid**

### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

#### **What is EEO about?**

Equal Employment Opportunity is about:

- Making sure that all workplaces are free from all forms of unlawful discrimination and harassment, and
- Providing programs to assist members of EEO groups to overcome past or present disadvantage.

This means having workplace rules, policies, practices and behaviours that are fair and do not disadvantage people because they belong to particular groups.

In such an environment, all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

EEO groups are people affected by past or continuing disadvantage or discrimination in employment. As a result they may be more likely to be unemployed or working in lower paid jobs. These groups are:

- Women,
- Aboriginal people and Torres Strait Islanders,
- Members of racial, ethnic, and ethno-religious minority groups, and
- People with a disability.

CCA is committed to eliminating any form of discrimination and disadvantage to its current or prospective employees. CCA practices the proper implementation of EEO policies and procedures. The following steps are taken to ensure our EEO obligations are met.

#### **Fair Practices and Behaviour**

EEO aims to achieve fair practices and behaviour in the workplace, including:

- Recruitment, selection and promotion practices, which are open, competitive and merit based. This means the best applicant is selected for the job,
- Access for all employees to training and development,

- Flexible working arrangements that meet the needs of employees and create a productive workplace,
- Grievance handling procedures that are accessible to all employees and deal with workplace complaints promptly, confidentially and fairly,
- Communication processes to give employees access to information and allow their views to be heard,
- Management decisions being made without bias,
- No unlawful discrimination or harassment in the workplace, and
- Respect for the social and cultural backgrounds of all employees and customers

### **Eliminating Discrimination:**

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. Under the Anti-Discrimination Act 1977, it is against the law in NSW for any employer to discriminate against an employee or job applicant because of their:

- age,
- sex,
- pregnancy,
- disability (includes past, present or possible future disability),
- race, colour, ethnic or ethno-religious background, descent or nationality,
- marital status,
- homosexuality, or
- gender identification

This is the law in most cases. (There are a few exceptions – eg sometimes employers get permission to fill a job with a person from a particular group.)

Both **direct** and **indirect** discrimination are against the law.

**Direct discrimination** means treatment that is obviously unfair or unequal. For example, if an employer won't hire someone just because she is a woman, or because she has child care responsibilities, this is likely to be direct sex discrimination.

**Indirect discrimination** means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups. For example, not considering an employee's overseas skills and training when determining his or her level of pay can constitute indirect race discrimination.

**Who benefits from EEO?****Employees benefit by:**

- working in a fair environment which is free from unlawful discrimination and harassment,
- equal access to jobs, training and other developmental opportunities, and
- fair processes to deal with work-related complaints and grievances.

**Managers benefit by:**

- more co-operative workplace relations and reduced workplace conflict,
- increased employee job satisfaction and morale, and
- increased productivity.

**Agencies benefit by:**

- a more productive workplace,
- the selection of the best applicants improves the efficiency of the organisation,
- skilled staff are retained, and
- improved quality of work.

A workplace that is fair and free from unlawful discrimination and harassment is more productive and better able to meet its business goals.

## **Christian Community Aid and ETHICAL PRACTICE**

### **Ethical Practice**

Working for CCA carries with it a particular obligation to the public interest. It requires standards of professional behaviour from staff that promote and maintain confidence and trust in the work of CCA.

### **Codes of Conduct**

CCA believes in:

- the right of people to make choices in their own lives
- the right of people to dignity, respect, privacy and confidentiality
- the right of people to access services on a non discriminatory basis, and
- the right of the community to accountable, responsive and effective services.

### **Respect for People**

Staff members are required to treat members of the public, clients, volunteers, students and their colleagues fairly and consistently, in a non-discriminatory manner with proper regard for their rights and obligations. In this regard, they are required to perform their duties in a professional and responsible manner.

They should also ensure that their decisions and actions are reasonable, fair and appropriate to the circumstances, based on a consideration of all the relevant facts, and supported by adequate documentation.

### **Integrity and Public Interest**

Staff members are required to promote confidence in the integrity of our community organization. Staff members must always act in the public interest and not in their private interest.

Staff members should protect the reputation of CCA. They should not engage in activities, at work or outside work, that would bring CCA into disrepute.

### **Responsive Service**

Staff members are to provide a relevant and responsive service to their clients, volunteers and students, providing all necessary and appropriate assistance and fulfil the CCA service performance standards.

They should provide information promptly and in an appropriate format that is easy for the recipient to understand. The information should be clear, accurate, current and complete.

### **Economy and Efficiency**

Staff members should keep up to date with advances and changes in their area of expertise, and look for ways to improve performance and achieve high standards of community organisation administration.

They should use their authority, available resources and information only for the intended work-related purpose.

### **Other obligations in the CCA ethical code include:**

- staff members must avoid any financial or other interest that could compromise the impartial performance of their duties, and disclose any potential or actual conflicts of interest to their manager or other senior staff member,
- staff members should not accept a gift or benefit that is intended to, or is likely to, cause them to act in a partial manner in the course of their duties,
- staff members must not harass or discriminate against their colleagues or members of the public on the grounds of sex, marital status, pregnancy, age, race, ethnic or national origin, physical or intellectual impairment or sexual preference,
- issues or cases being considered by staff members should be dealt with consistently, promptly and fairly,
- unless authorised to do so by legislation, employees must make sure that they do not disclose or use confidential information without official approval from CCA,
- staff members are urged to report suspected corrupt conduct, as well as maladministration and serious and substantial waste of CCA resources.

## **Christian Community Aid and PRINCIPLES of CULTURAL DIVERSITY**

### **Principles of Cultural Diversity**

Ethnic affairs policies and programs at CCA are based on four principles of cultural diversity.

**According to section 3 of the Ethnic Affairs Commission Act 1979 as amended, the four principles are:**

- 1) All individuals in NSW should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life.
- 2) All individuals and public institutions should respect and accommodate the culture, language and religion of others within an Australian legal and institutional framework where English is the primary language.
- 3) All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the government of New South Wales.
- 4) All public institutions of New South Wales should recognise the linguistic and cultural assets in the population of New South Wales

**CCA has a requirement to ensure that we have:**

- mechanisms to ensure that committees and other advisory structures in CCA reflect the cultural diversity of the community;
- flexibility, inclusive consultation processes;
- programs and services that reflect the needs of the entire community;
- training for staff on cultural diversity issues and how it applies in their jobs;
- the development and application of rules and regulations which are sensitive to the needs of all staff and clients;
- the provision of information in ways that will reach all staff and clients;
- and
- the provision of language services for all clients.