

Recruitment selection and screening policy

Interchange Outer East undertakes a recruitment, selection and screening process for all volunteers and staff members. This recruitment, selection and initial screening process involve the following steps:

Clear job description

All positions within Interchange are required to have a job description developed for that position.

Pre-placement interview

All new volunteers and employees to the agency shall be required to undertake an interview to aid in the assessment of their suitability. Interviews will:

- Use open questions.
- Be based on key criteria for that role.
- Include questions about attitudes, aspirations and motivations.
- Meet the recommendations of Childwise.

Reference Checks

Two reference checks should be conducted for all positions. All referee checks should be done by direct contact (phone or in person). Reference checks should cover:

- Nature of the relationship between referee and person.
- Length of relationship.
- Task specific questions.
- Competencies and limitations.
- Type of support required.
- Would you recommend the employment of this person?

For permanent positions the preference is at least one referee has supervised the interviewee in the past. Contact should be made through the organisation's landline. Where interviewees have not been employed for a substantial period of time, i.e. mothers returning to work, referees can be negotiated at the time of the interview.

Police Check

All potential staff or volunteers will be police checked where it is legally possible to do so. Police checks are conducted at Interchange Outer East's expense.

If a staff member or volunteer has been, at any time since they turned 16, a citizen or permanent resident of a country other than Australia, the staff member must make a statutory declaration stating that the person has never been convicted of murder or sexual assault or convicted of, and sentenced to imprisonment for, any other form of assault.

Any applicant who has resided continuously in an overseas country for 12 months or more in the last ten years must provide a police or criminal record check from the country of residence. If the country will not release information regarding an individual for personal

or third party purposes, character reference checks must be conducted with at least two individuals who personally knew the individual while they were residing in the other country.

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, including any relevant criminal offences. The credentials of persons acting as referees must be verified and can include previous employers, government officials and family members.

Working with Children Check

All staff members and volunteers over the age of 18 shall be required to have a current "Working with Children" card. Details of the card must be provided to Interchange Outer East prior to undertaking any work with the organisation. All costs associated with the working with children check shall be paid for by the staff member or volunteer.

Staff Recruitment Procedure

Introduction

This procedure is designed to provide all staff with an understanding of how to undertake staff recruitment. It is designed to provide consistency and understanding of the recruitment process for all involved.

Any positions to be advertised must first be approved by the CEO, and timelines of expected start dates confirmed to ensure that the position is budgeted for.

All staff recruitment is ultimately the responsibility of the CEO. This responsibility includes who is interviewed, who is on the interview panel and who is ultimately employed. Authority for recruitment is often delegated to Managers and Team Leaders who are responsible for recruiting staff to their teams and work areas.

There is an acknowledgement that people involved in staff recruitment need to have access to training to develop skills required to undertake the procedure.

The CEO retains the right to appoint people into positions outside of this procedure.

Staff Recruitment Procedures

1. Job description

The job description must include:

- Job Specification:
 - Hours per week
 - Permanent / Contract / Casual
 - Salary Rate
 - Salary Sacrifice
 - Key Criteria – qualifications, experience, cultural competency
- Information about Interchange
 - Vision statement
 - Key activities
 - Aim of the program area being advertised

- Position description
 - Job summary
 - Competencies required
 - Additional position requirements

2. Advertising the position

Not all positions need to be advertised externally, however all positions need to be advertised internally. Decisions about whether to advertise externally must be made in conjunction with the CEO.

Where and how we advertise may be based on families' needs and gaps in the workforce. Where required specific criteria should be reflected in the advertisement and position description:

- Cultural competency
- Behaviour management
- Medical care experience

The job advertisement must include:

- Title of the position
- Agency Information
- Job Information
- What we are seeking from candidates
- Application requirements –closing date, applications in writing, contact points

Places to advertise:

- Internet sites – My Career, Infoxchange, Ethical careers
- Newspaper – The Age, Leader
- Appropriate networks
- Internal – email, website, pay slips

Details to reception

It is essential to provide reception information about what is being advertised, when and by whom. Discuss with them any particular support you may require from them.

3. Considering Applications

All applications received are to be in writing and contain both an:

- Application letter – content should be written in English and clearly state why they want the position.
- Resume – should clearly contain their contact details, experience, qualifications and referees.

All persons on the interview panel should be given the opportunity to read and consider the applications received. It is the decision of the interview panel as a whole to decide who should and shouldn't be interviewed.

Any applicant unsuccessful in gaining an interview should be contacted and informed of their unsuccessful application.

4. Interview Panel

The make up of the interview panel will depend on the position. Generally the following criteria should apply:

- Immediate supervisor of the position being advertised
- Team Leader / Manager / CEO for all positions of Coordinator and above.
- Participant / Parent / Volunteer if applicable
- Co-Worker / Subordinate level

All panel members should be free from personal relationships with any applicant.

All panel members must be willing to act with integrity and without bias in the application process.

Suggested make up of panels:

- Volunteer position (minimum panel – 1)
 - Volunteer Coordinator
 - Volunteer if appropriate
- Support / Program Worker (minimum panel – 2)
 - Coordinator of program area
 - Coordinator / Team Leader
 - Participant / Family member if appropriate
 - Support / Program Worker if appropriate
- Coordinator (minimum panel – 2)
 - Team Leader
 - Coordinator / Manager / CEO
 - Participant / Parent / Volunteer if appropriate
 - Support / Program Worker if appropriate
- Team Leader (minimum panel – 3)
 - Manager
 - Team Leader / CEO
 - Participant / Parent / Volunteer
 - Coordinator / Support / Program Worker if appropriate
- Manager (minimum panel – 3)
 - CEO
 - Manager
 - Team Leader / Coordinator if appropriate
 - Participant / Parent / Volunteer if appropriate

5. Interview content

Questions and Answers:

- Questions and answers need to be based upon the position description.
- The interview must include Childwise questions.
- Questions and answers should be written up and agreed upon by the panel prior to the interview.
- Specific questions for individual candidates may be included from information provided in job applications.

- Develop a score based upon candidates' answers to questions – indicative score only.

Interviews

It is essential to create a non-threatening or disturbing atmosphere for applicants, and interviews should:

- Be held in a private area.
- Run no longer than 60 mins.
- Be structured to ensure the process is consistent across all candidates.
- Provide an opportunity for candidates to ask questions or add anything they wish to say.
- Advise each applicant of the process that will follow the interview.
- The interview panel should summarise each candidate after the interview, discussing their answers, making notes for future reference.

Decision

- Using information from the interviews rank the candidates in order of preference.
- Discuss as a group and identify the preferred candidate and up to two others worth considering.
- Contact referees using a set series of questions developed (based upon key criteria) and any questions that arose from the interview process.
- Meet with panel to decide based on the interview and referee checks:
 - Identify successful candidate.
 - Decide to re-interview if more information is required.
 - Re-advertise if necessary.
- Meet with team leader/supervisor directly affected to discuss the decision.

Appointment

- Provide verbal offer to preferred candidate subject to successful outcomes of police check and Working with Children Check.
- Arrange to meet candidate to undertake paperwork (police check, WWC) provide letter of offer and set start date.
- Notify admin of appointment and start date.
- Unsuccessful applicants are to be informed once the position has been accepted. Applicants should be provided the opportunity to receive feedback on their performance. Feedback should be specific and based upon their interview and the notes taken from the interview.

Recruitment of Volunteers

Introduction

This procedure is designed to provide all staff with an understanding of how to undertake volunteer recruitment. It is designed to provide consistency and understanding of the recruitment process for all involved. Authority for recruitment is delegated to Volunteer Coordinators.

There is an acknowledgement that people involved in volunteer recruitment need to have access to training to develop skills required to undertake the procedure.

Step one:

Can be done a few different ways: face to face, phone call, email or a school presentation. This step is usually the first enquiry to Interchange Outer East.

Step two:

The information pack is then sent to the person enquiring.

Volunteer Recruitment Procedures

1. Position Description

The position description must include:

- Position purpose
- Key responsibilities and duties
- Support structures
- Position requirements

2. Advertising volunteer opportunities

Interchange uses several different forums to advertise volunteer opportunities:

- Local festivals
- Library displays
- Local newspapers
- School presentations
- Social media - IOE Website and Facebook
- Networks
- Information provided about Interchange should include:
 - Vision statement
 - Key activities
 - Aim of the program area being advertised

3. Volunteer Enquiries

All enquiries received should be responded to by a volunteer coordinator within two working days. An information pack is then sent to the person enquiring. The pack should include:

- Opening letter
- Crim-check forms
- Working with children's check if the applicant is over the age of 18
- Membership form
- V news (the volunteer newsletter)
- Rights and responsibilities for volunteers/hosts
- Volunteer/host position description
- Information about the different programs that volunteers can be involved in
- Reference check forms
- Parents'/guardians' permission slip
- Screening process

4. Volunteer Interview

Interviews should be conducted by a volunteer/host coordinator. Where this is not possible, a coordinator from either adult or children services is the preference. The interviewer should be free from personal relationships with any applicant.

Applicants are required to bring the following to an interview:

- All forms included in the information pack.

- 100 points of I.D.
- 2 referees will also be contacted via phone for feedback about the applicant.
- If under the age of 18, their parent is encouraged to attend.

It is essential to create a non-threatening or disturbing atmosphere for applicants, interviews should:

- Be held in a private area. Where the enquiry is host related it should occur in the family home
- Run no longer than 60 minutes.
- Be structured to ensure the process is consistent across all candidates.
- Provide an opportunity for candidates to ask questions or add anything they wish to say.
- Advise each applicant of the process that will follow the interview.

The interview should begin with details on:

- Who Interchange Outer East is and what we do.
- Rights and responsibilities of volunteers.
- Training available.
- Requirement to participate in the volunteer orientation training.
- Any questions that the volunteer may have.

Interview Questions and Answers:

- Standard interview questions should be used which have been created using Childwise recommendations.
- All answers should be recorded.
- Specific questions for individual candidates may be included from information provided prior to the interview.

Completed forms should be checked, as well as 100 points of I.D. for the Crim Check. In host interviews, an occupational health and safety check of their home should be undertaken.

Where volunteers will be using their cars to transport IOE participants, a copy of their license and evidence of paid registration is required.

5. Decision

Decisions on the suitability of the candidate will be based on:

- Crim Check free from convictions of violent crimes (where applicant is over 16yrs).
- Possession of a Working with children's check.
- Desirable answers to interview questions.
- Two positive referee checks.