



**St John Ambulance Australia (NSW)
and
St John Ambulance Australia – National Business Centre**

Job Applicant's Guide



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INTRODUCTION

Appointments to employee or volunteer positions with St John are made on the basis of merit. This means the applicant considered to be the most capable of doing the job is selected. Choosing the best person for the job is part of St John's policy of equal employment opportunity.

For advertised positions selection is usually carried out by a selection committee of two or three people that generally includes:

- the employee or volunteer manager or supervisor of the position;
- at least two people who are familiar with the work to be done; and
- one representative from both genders.

The selection committee does not include persons who have a close personal relationship with any applicant.

The selection committee is responsible for choosing the applicant who best satisfies the requirements of the job as set out in the advertisement and position description. If no applicant meets the essential qualifications the selection committee may recommend that the position be re-advertised.

Your written application is what the selection committee uses to determine who is eligible for an interview. As the competition for jobs is high, an informative written application is generally necessary to demonstrate to the selection committee that you meet all ESSENTIAL requirements.

Those applicants who fail to demonstrate that they meet all ESSENTIAL criteria will not normally be considered. Furthermore, if the competition is strong, that is, if a large number of applicants meet all the ESSENTIAL criteria, the selection committee is likely to only choose candidates for interviews who demonstrate they meet the ESSENTIAL criteria at a higher level than other candidates i.e. an applicant who does not meet the essential requirements in one or more areas may not be interviewed.

PREPARING YOUR APPLICATION

Since the written application is the basis on which the selection committee's decision to interview you is made, it should be prepared carefully.

You are encouraged to contact the person named in the advertisement to discuss the job in further detail.

Hopefully such a discussion will help you in deciding not only whether you apply, but also what aspects of your qualifications and experience you should emphasise.

When preparing your application address each selection criteria individually, taking into account your abilities, qualifications, experience, standard of work performance and personal qualities, which are relevant to the job. Each selection criteria should be addressed in sufficient detail to enable the selection committee to consider your application.

It is important to remember that you make your application as clear and concise as possible and do not include any irrelevant information as the selection committee will generally have many applications to consider.

Applicants for Paid Employment Only

The St John Application for Employment form requires you to fill out your personal information. It is recommended that you attach to the form a brief letter outlining your claim for the position and a copy of your resume if all details are not included on the Application for Employment form.

Volunteers Only

When applying for an advertised volunteer position you should prepare a brief letter outlining your claim for the position and provide a copy of your resume.

Applicants for Paid Employment and Volunteers

The information on, or submitted to support, the application for paid employment or a volunteer position including any letter and/or resume is being collected by St John Ambulance Australia (NSW)/St John National Business Centre for the purpose of assessing your application and may be considered in future applications by us. This information will be disclosed to relevant human resource personnel, managers of St John Ambulance Australia, as well as any recruitment agency through which you contacted St John Ambulance Australia (NSW)/St John National Business Centre. You are able to access this information by contacting Human Resources on (02) 9219 6863. If you do not provide the information requested, we may not consider your application. If your application is unsuccessful, the information you have provided will be destroyed.

Following are some suggestions as to the information you should include in your application.

Claim for the Position

This is probably the most important part of your application for the position. You should list all of the essential and desirable criteria as mentioned in the advertisement and indicate how your experience/qualifications relate to each criteria.

Communication Skills

Common criteria may refer to communication skills, for example, "excellent written and oral communication skills". It is not sufficient just to state that you have excellent communication skills. Describe experience you have or things you do in your current job, which show your communication skills.

For example, you may wish to demonstrate your skills by describing the kind of letters, reports or documents you have written, or whether you have spent a lot of time dealing face to face or on the phone with customers, staff or volunteers.

Equal Employment Opportunity and Occupational Health and Safety

Sometimes essential criteria for a position will include a reference to Equal Employment Opportunity (EEO) and/or Occupational Health and Safety (OHS) for example, “sound knowledge of and capacity to implement EEO and OHS”. Again, it is not sufficient merely to state you are familiar with and strongly committed to the principles of EEO and OHS.

Try to demonstrate that you meet the essential criteria. For example, explain how you implemented EEO principles when you were involved in recruiting staff and/or volunteers, or allocating training opportunities, or supervising others.

Resume

You may also include a resume, which is sometimes called a CV, with your application. This should set out details of your education, training and employment history.

Education

A short statement of all of your qualifications and dates commenced and completed/part completed is needed.

Employment

A description of your employment/volunteer history in chronological order, including positions/grades with the dates of employment/appointment is required.

There is no need to include your position description, rather an account of the main emphasis of your job (particularly highlighting those areas that relate to the ESSENTIAL / DESIRABLE criteria of the job you are applying for) is preferred so the selection committee can easily identify your experience.

Training

You should include details of all formal and on-the-job training you have received that is relevant to the position that you are applying for. This would include the names of computer software/applications that you are familiar with and your level of proficiency.

Additional Information

You may wish to include any additional skills, qualifications and interests that may strengthen your application for the position. Details of achievements in previous jobs may also assist your application.

Further Information

If you have any questions or need additional information please contact the person named in the advertisement who is available for further inquiries.

THE INTERVIEW

If you are eligible for an interview, you will generally be notified around 2 days prior to the interview. If you are unable to attend the time allocated to you, it may be possible to reschedule the time/date. The selection committee is the same group of people who considered the applications determining who should be interviewed and generally consists of two or three people.

When you are contacted about your interview time, you will be advised if you need to bring any papers, certificates or other materials with you or you may be asked to undertake a written assessment or practical test.

It is advisable to be well prepared for the interview as the selection committee will ask you questions directly relating to the advertised requirements and the position description.

It is a good idea to think of possible questions and prepare answers to them. You should also be prepared to provide reasons for your interest in the position you are applying for.

During the interview, you may be given the opportunity to ask questions about the position and the St John Ambulance Australia (NSW) or St John National Business Centre and this is your chance to show your interest and understanding of the position.

You should also bring the names and contact telephone numbers of two work-related referees with you for the selection committee if you did not include these in your application.

Just remember ...

Relax! The selection committee will make the interview as relaxed and stress free as possible. If you don't understand a question or are not sure of how much information to give, ask the selection committee to clarify their requirements and take your time. The interview is not a test – it is your chance to show the selection committee your skills, knowledge, experience and further clarify the information in your written application.

After the Interview

After all eligible applicants have been interviewed the selection committee will select the best person for the job based on the written application, interview, referee reports and any tests or other practical assessments. In some circumstances you may be called back for a second interview if the selection committee is in need of further clarification.

Applicants for Paid Employment Only

The selection committee will then short-list suitable applicant/s for paid employment who will be asked to attend a pre-placement medical examination. Once the result of the pre-placement medical is received the selection committee will submit its recommendation to the Chief Executive Officer for approval.

Once approved the successful applicant for paid employment will be offered the position subject to a satisfactory medical report and relevant paperwork and checks being completed (eg consent to conduct a Criminal Record Check, Prohibited Employment Declaration, Code of Conduct, Computer Systems and Data Communication Networks Usage Policy, and in some cases a statement of their driving record).

Volunteers Only

The selection committee will short list suitable volunteer applicants and will submit its recommendation to either the General Manager First Aid Services/State Superintendent or Chief Executive Officer for approval.

Applicants for Paid Employment and Volunteers

Once the successful applicant has accepted the position, all applicants who were interviewed and other applicants not interviewed will be notified that they have been unsuccessful by letter.

OUR VALUES

St John is a charity in the Australian community working For the Service of Humanity.

Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations.

Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Funds raised for the services St John provides are a means for achieving our overall humanitarian objectives.

Fundraising is not, nor will be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and in its independence.

These together provide the firm foundation on which St John determines the best means of achieving the objectives to which it is dedicated.



Rhonda Bignell
Chief Executive Officer
15 September 2005