

Making values-based recruitment work for you:

using Australian Government
employment services
and programs

Prepared for UnitingCare service managers
by the Department of Jobs and Small Business.



This resource has been prepared by the Department of Jobs and Small Business and UnitingCare Australia to assist organisations in undertaking values-based recruitment.

There is a range of free recruitment assistance available to your organisation through jobactive agencies.

Maybe you need to employ someone right now or are looking to recruit for the future?

We know that not all community services sector jobs and recruitment processes are the same.

We recognise you need assistance tailored to your needs. This booklet has been prepared to show you the options.

“I’m always looking for good people”

“I have a new service opening up in 3 months. I’m going to need 15 new staff in a few different roles”

“I need to fill a position right now with someone who can hit the road running”

A good recruitment process always starts with a clear understanding of your requirements.

What kind of job(s) are you filling?

- Part-time, casual or full-time? If part-time or casual, for how many hours?
- What will you pay? Is it available as a traineeship?
- Where is the job located?

What kind of soft skills does someone need to be successful in this job?

- What kind of people skills do you need?
- Good communication? Client service? Reliability?
- What kind of teamwork skills are required?
Close cooperation with other staff? Regular communication with team mates?
- Problem solving and prioritising?
Will they need to work independently or under close supervision?

What kind of technical skills, licences and qualifications are required?

- First Aid certificate?
- Driver's licence?

Are there any other essentials for this job?

- Working with Vulnerable People card?
- Do they need their own car?
- Do they need to complete a Police check or regular drug and alcohol checks?
- Flexibility for shift work?

Tip:

We've prepared some simple job descriptions, self-selection and screening tools for the role of Personal Carer.

You are welcome to use these for your recruitment process or tailor them for your needs.

Copies of these tools are available at the back of this booklet.



Recruiting in the community services sector

In the people-focussed sector of community services, finding the right employees for your organisation is critical. Many organisations in the sector have adopted a values-based recruitment model, where they aim to engage workers whose personal values and behaviours align with those of their organisation.

The personal attributes, attitudes and inherent skills of job seekers are prioritised in the recruitment process, as opposed to the qualifications and training they may already bring to the role.

This approach has increasingly been adopted as a preferred way of recruiting in the context of consumer-directed care's (CDC) introduction across much of the community services sector.

Having workers who are compassionate, skilled and committed to their jobs is integral in supporting the needs and expectations of empowered clients.

When considering your recruitment needs, it is important to identify the sort of workforce your organisation wants to support. This means identifying the people you wish to represent your organisation to clients, and how best to go about recruiting them.

Communicating your requirements and expectations to both jobseekers and others involved in the recruitment process is critical. It will enable your organisation to secure a workforce that is fully equipped to deliver quality services to the clients and the community it supports.

“I need someone right now”

No problem. There are many job ready, qualified job seekers on the books of your local jobactive agency.

You can ask jobactive providers for a shortlist of candidates suited to your needs.

What's on offer?

- Screened candidates
- Wage subsidies for eligible job seekers to help cover on-the-job costs
- Funding for drug, alcohol and police checks, work-related equipment and licences for suitable candidates

Contact your local jobactive agency for assistance:

[jobsearch.gov.au/providers](https://www.jobsearch.gov.au/providers)

Tip:

We've prepared a simple checklist tool (Resource 2 - at the back of this booklet) to assist jobactive providers in screening and selecting suitable candidates for the role of Personal Carer.

This tool can be tailored to reflect the values and attributes sought in future employees based on the roles you have available.

“I’ll be recruiting soon, but I have some time”

That’s great. A little time is really useful when it comes to preparing candidates who are the right match for your organisation.

Depending on your needs, there are a range of options to suit.

What’s on offer?

All the usual jobactive supports are available (including screened candidates, wage subsidies for eligible job seekers, funding for work-related items).

In addition you may be able to:

Trial job applicants in your business

- Work experience insurance is available

Get pre-employment training for job applicants

- Qualifications or skill sets required to do the job
- Employability skills development
- No cost to you
- The training provider of your choice (on request)

Undertake bulk recruitment

- Select and prepare a group of job applicants for identified positions

Post-employment support for successful job candidates

- Payments to help with the cost of ongoing training
- Mentoring support for new starters

If you have guaranteed jobs and are interested in designing a pre-employment recruitment pathway, then contact your local jobactive agency for assistance:

jobsearch.gov.au/providers

For bulk recruitment, contact the Department of Jobs and Small Business for assistance:

workforce@jobs.gov.au

Tip:

There are several jobactive agencies in every region.

Compare what they have to offer and how they work.

Choose the jobactive agency that works best for you.



Australian Government support for business

The following pages outline a range of programs and services available to you.

Some conditions apply to these programs and services, access will be subject to an assessment of your eligibility.

Help to find staff

jobactive

The Australian Government's employment service to help Australians into work. Employers can access jobactive through a network of contracted service providers.

Recruitment services provided at no cost to employers. The basic service includes finding, screening and shortlisting candidates.

Businesses may be able to access wage subsidies, work experience insurance, funding for essential training and mentoring for new starters.

Go to jobsearch.gov.au/providers to find a provider in your area.

jobactive website

Free jobs board for advertising vacancies and connecting with job seekers.

Businesses can advertise and manage vacancies and internships through the website and job seekers can be contacted and shortlisted.

Transition to Work (TtW)

Intensive, pre-employment support to improve the work readiness of young people (15-21 years) and help them into work (including apprenticeships and traineeships) and education.

Businesses will benefit by employing young people who meet their needs and are supported to settle into a job.

Services for businesses include trialling a young person's suitability for a job through work experience placements, accessing Youth Bonus wage subsidies of up to \$10,000 (GST inclusive) and post-placement support for the young person in the workplace.

Go to jobsearch.gov.au/providers to find a provider in your area.



Disability Employment Services (DES)

Providers support employers to recruit and retain people with disability.

Recruitment advice, job matching, mentoring and help with job design for employees with disability.

Go to jobsearch.gov.au/providers to find a provider in your area.

JobAccess website

Information about the employment of people with disability.

Includes information on financial support for employees with disability, tools and resources, strategies for creating a flexible work environment and recruiting and retaining people with disability.

Australian Apprenticeship Support Network Providers

A free service for employers to help with the sign-up and administration of training contracts with apprentices and trainees (including processing applications for apprenticeship incentive payments).

Screening, testing, job matching and on-the-job mentoring for apprentices and trainees available for targeted clients.

Go to the Australian Apprenticeships website to find a provider in your area.

Financial incentives

Wage subsidies of up to \$10,000

Financial assistance to help business with the cost of taking on new starters.

Potentially available to employers offering 20 or more hours of work per week to an eligible new starter.

Contact your jobactive provider for more information.

Apprenticeship incentives of up to \$4,000

Financial assistance to help businesses with the cost of employing apprentices and trainees in traditional trades and priority occupations (such as child care worker, enrolled nurse, aged care and disability care workers).

Contact your local Apprenticeship Support Network Provider for more information.

Opportunities to trial a job applicant who may be suitable for an available vacancy

PaTH internship

An employer can trial a young job seeker (17 to 24 years) in an unpaid internship for 4 to 12 weeks to see if they are the right fit for their business.

Host employers receive a payment of \$1,000 to help cover the costs of hosting an intern. During the trial, the employer does not pay the young person. The Australian Government provides the intern with an additional \$200 per fortnight on top of their income support payment and covers the cost of their work experience insurance.

Contact your local jobactive provider or go to the jobactive website for more information.

National Work Experience Program (NWEP)

A host business can trial a job seeker for up to 4 weeks to see if they are the right fit for their business.

During the trial, the host business does not pay the job seeker. The job seeker continues to receive their income support payments. The Australian Government covers the cost of their work experience insurance. From 1 July 2018, host businesses will be eligible for a \$300 incentive payment for each NWEP placement they host.

Contact your local jobactive provider for more information.

Job seeker development

Employability Skills Training

Youth Jobs PaTH provides Employability Skills Training to equip young people for work and help them understand the expectations of employers. The training is delivered by Registered Training Organisations.

Employability Skills Training prepares young people aged 15-24 with the fundamental skills to be work ready. Delivery can be tailored to specific industries. Contact your local jobactive provider for more information.

Employment Fund

jobactive providers have access to the Employment Fund to assist eligible individuals to get and keep a job.

Support could include, but is not limited to:

- accredited training
- non-accredited training required by an employer for a specific job
- employability skills training
- work-related tools, equipment and licenses
- transport to get to and from a job.

Launch into Work

Pre-employment projects with contracted employers who provide training, work experience and mentoring. Job seekers increase their skills, experience and confidence and secure ongoing employment.

Suitable for employers who are willing to use a pre-employment project as a way of recruiting for multiple positions that offer career pathways to job seekers. Register an interest in more information by emailing workforce@jobs.gov.au.

Industry Specialist Mentoring for Australian Apprenticeships

Access to a specialist mentor to support apprentices in a range of industries including building and construction, accommodation and food services, electrical and health care.

External support for your apprentice or trainee to keep them on track to completing their training contract.

Contact your local Australian Apprenticeship Support Network provider for more information.

sustainable

UnitingCare Resources for working with jobactive

The following resources were developed for a bulk recruitment process for Personal Care workers (Aged Care). You may use these resources for similar roles or use them as a guide when developing new resources.

#4



Personal Carer (Aged Care)

Job Profile

The role

Personal Carers endeavour to meet the social, emotional and physical (personal care) needs of residents living in aged care communities and in their homes on a day-to-day basis. This involves developing meaningful relationships with residents and understanding and meeting their needs in relation to the seven domains of wellbeing – identity, growth, autonomy, security, connectedness, meaning and joy. Personal Carers can work in either a residential care or home and community care setting.

Who we're looking for

Personal Carers should:

- have a personal commitment to supporting and respecting the rights of residents living in aged care communities and in their homes, to live dignified lives.
- have good listening skills and be able to respond to resident needs within organisational guidelines.
- be able to work independently, as part of a multi-disciplinary team to provide personal care and social support.
- be able to solve problems as they arise and handle stressful and adverse situations.
- be able to demonstrate effective communication and interpersonal skills with the ability to liaise, encourage, engage, actively listen and support various stakeholders at all levels, to achieve expected outcomes.
- be able to demonstrate compassion and respect for residents, colleagues and visitors.
- be able to demonstrate a positive and enthusiastic attitude and willingness to be flexible when required.
- be able to follow processes and complete accurate file notes.
- be able to pass a police check.

Formal and on-the-job training will supplement the above personal qualities and attributes brought to the role, towards completion of a Certificate III or IV in Individual Care.

What the role involves

Personal Carers engage with residents in their homes and during day activities.

They may be required to:

- work as part of a team to provide high quality personal care, catering, cleaning and laundry delivery and daily living support in a home like environment for residents.
- monitor customers' physical, emotional and spiritual wellbeing, and report any concerns to their supervisor.
- assist residents to attain and maintain their optimum degree of independence, dignity, privacy and quality of life.
- assist residents with the pursuit of personal interests and activities to enhance quality of life, such as meal enjoyment and involvement, gardening and outdoor enjoyment.
- liaise with the Events Coordinator and/or other appropriate staff members in the delivery of appropriate activities, and identify and respond to the individual needs of residents wherever possible.
- be involved in medication assistance, care planning, family meetings and GP visits as required.
- work in a way that ensures their own safety and the safety of everyone they work with, through meeting Occupational Health and Safety (OH&S) responsibilities, identifying and reporting hazards in the workplace and remaining committed to a continuous quality improvement environment.
- maintain customer confidentiality and ensure information is accurate and up to date.
- contribute to the assessment process of clients/residents including documentation.

This list of tasks is not definitive, but provides an indication of the type of work that may be involved.

Personal Carer (Aged Care)

Checklist

This resource is intended as a tool for jobactive providers to use in measuring the suitability of jobseekers for the role of a Personal Carer (Aged Care). It outlines the requirements for the role that a person must have prior to commencing, as well as the personal qualities and attributes that they would need to demonstrate.

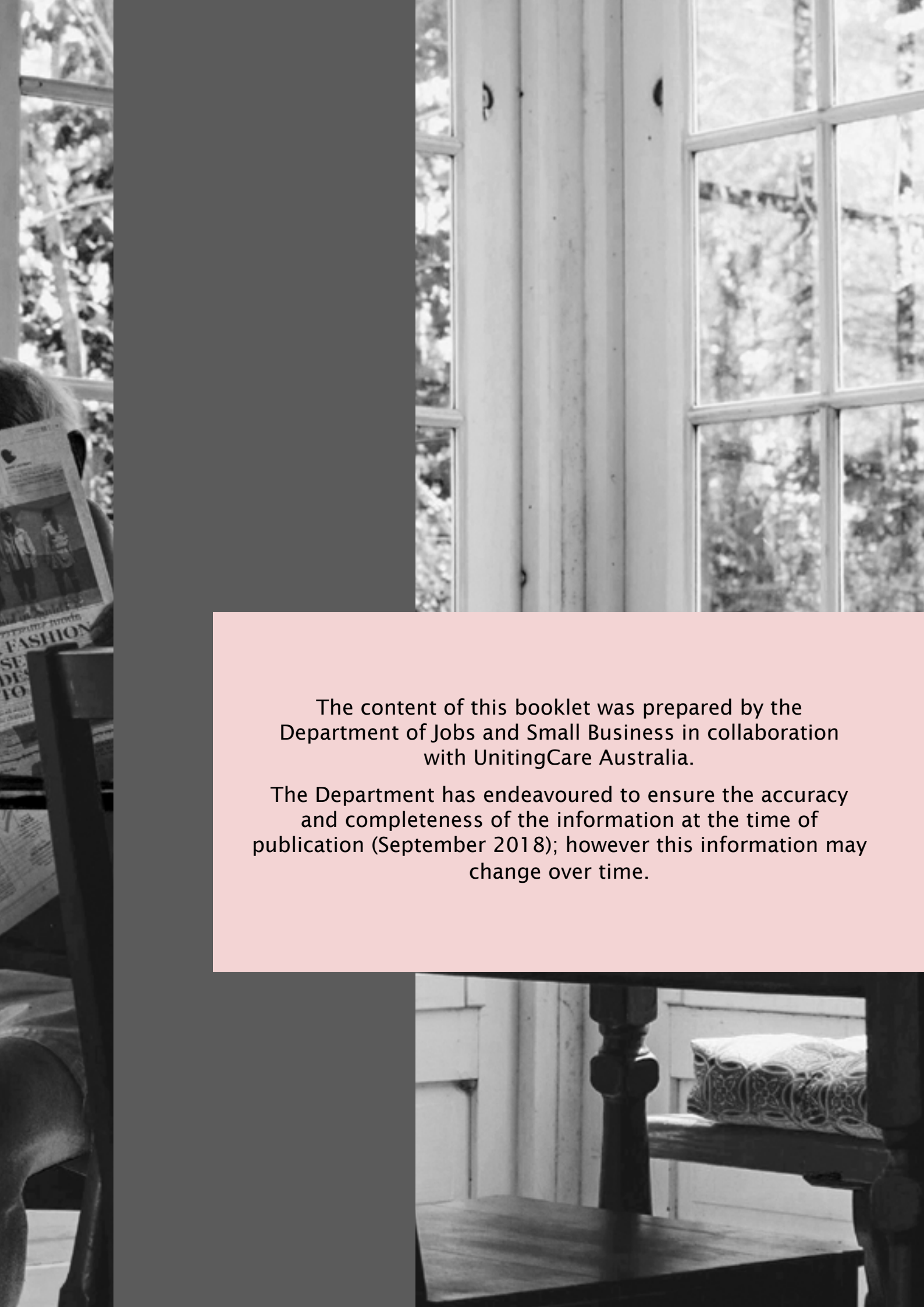
Requirements	Personal qualities and attributes	Skills for the role
<p>Below is a list of requirements essential to fulfilling the role of a Personal Carer. The jobseeker must be able to check-off all items in the list prior to commencing in the role.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Hold, or be able to obtain, a current satisfactory police/criminal history record check <input type="checkbox"/> Be able to commute to and from work in a punctual manner and be available to undertake work shifts as delegated <input type="checkbox"/> Be able to gain a First Aid Certificate <input type="checkbox"/> Have sound reading, writing and maths skills <input type="checkbox"/> Be able to use a computer or other device (such as an iPad and/or smart phone) <input type="checkbox"/> Be able to maintain confidentiality <input type="checkbox"/> Be able to work both in a team and independently <input type="checkbox"/> Be physically fit to perform domestic duties and lift objects up to 10kgs 	<p>Below is a list of personal qualities and attributes that a jobseeker would need to have, or be able to develop, to succeed in the role of a Personal Carer.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personally align with the values of the organisation <input type="checkbox"/> Show respect and empathy towards others, their different behaviours and beliefs <input type="checkbox"/> Take responsibility and ownership for their work and their role in the organisation <input type="checkbox"/> Be organised and able to manage multiple tasks and flexible to adapt to changing priorities <input type="checkbox"/> Demonstrate patience and the ability to accept delays without frustration <input type="checkbox"/> Have a sense of humour and see the funny side to daily challenges <input type="checkbox"/> Understand boundaries and know when to escalate issues <input type="checkbox"/> Use sound judgment and problem-solve to make decisions 	<p>Below is a list of skills needed to fulfil a Personal Carer role. A jobseeker may already possess some of these skills, or must otherwise demonstrate the ability to develop them through on-the-job training and work experience.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop an understanding of ethical care, including confidentiality, duty of care, workplace health and safety <input type="checkbox"/> Monitor and support clients' independence, physical health and wellbeing <input type="checkbox"/> Develop knowledge of commonly used medical terms and conditions <input type="checkbox"/> Provide support to clients' families and provide appropriate and accurate information <input type="checkbox"/> Prepare case notes, reports and other customer records <input type="checkbox"/> Read medicine labels and other documents to ensure client needs are met <input type="checkbox"/> Perform clerical and phone duties <input type="checkbox"/> Arrange activities, outings and other supports for clients

Resource 3 – Self-reflection tool

Personal Carer (Aged Care)

This self-reflection tool is designed to help you think about whether your personal attributes and working style are suited to the role of a Personal Carer (Aged Care). Please select the option below that best reflects your personal and working style.

	Mostly	At times	Not often
Personal style			
I am committed to the rights of older people living within aged care communities, or their own homes, to live full and dignified lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am enthusiastic about helping and supporting older people to meet their goals and aspirations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to sense how others are feeling and adapt my behaviour to suit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to adapt my approach to support others through physical and emotional challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to look on the bright side of a situation, even when things don't go to plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident in using my own judgment to find workable solutions to problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When challenges arise, I can remain calm and neutralise stressful or emotional situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am caring and concerned about the needs and feelings of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can support the values of the Uniting Church and its services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working style			
I am confident working independently and without direct supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to work within a team environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to prioritise tasks to meet deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working to a schedule suits my working style	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am punctual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident interacting with others and enforcing rules where necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am open to receiving feedback and accepting responsibility for my actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable adapting my working style to meet client needs or changing circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy to perform some domestic duties (household chores) as part of my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to understand and comply with Occupational Health and Safety requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



The content of this booklet was prepared by the Department of Jobs and Small Business in collaboration with UnitingCare Australia.

The Department has endeavoured to ensure the accuracy and completeness of the information at the time of publication (September 2018); however this information may change over time.