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# P020 – Staff Recruitment Policy & Procedures

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## 1. Purpose

The success of District 360 relies on its ability to attract the best staff and volunteers available. Recruitment methods must be fair, efficient, and effective.

The Staff Recruitment Policy has been established to ensure District 360 has the opportunity to attract the best available staff and volunteers for all vacant positions. This policy relates to employment of all staff, contractors and volunteers.

## 2. Scope

This policy applies to:

- board members
- all staff, including managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers.

## 3. Policy

District 360 is committed to providing high quality programs and services to our community. To support the achievement of this objective we recognise the importance of employing the most suitable applicant for all vacant positions.

District 360 will ensure it has the best opportunity to attract the best available staff by broadly advertising (internally and externally as deemed appropriate) all vacant remunerated positions and volunteer vacancies.

District 360 will take all reasonable steps to ensure that applicants may be safely entrusted with the duties of their position.

District 360 will internally advertise all vacant positions to current staff and volunteers to encourage career advancement and increase participation.

District 360 is committed to providing a work environment that is free from harassment and discrimination.

District 360 is a child safe organisation and also take this into account when recruiting staff to work with children.

All recruitment and selection procedures and decisions will reflect District 360' commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities. No regard will be given to factors such as age, gender, marital status, race, religion, physical impairment or political opinions.

## **4. Responsibilities**

It shall be the responsibility of MANAGEMENT (or a delegated authority) to implement this policy and to monitor its performance.

It is the responsibility of Managers and Supervisors to ensure that:

- They are familiar with the recruitment policies and procedures, and that they follow them accordingly;
- Staffing levels for their department are determined and authorised;
- All roles have current position descriptions that specify role requirements and selection criteria.

It is the responsibility of the Human Resources Department to ensure that:

- All Managers are aware of their responsibilities in the recruitment and selection process;
- Managers are given continuous support and guidance in regard to recruitment and selection issues.

## **5. Procedures**

### **Pre-Recruitment Activities**

When it becomes necessary to recruit for a position, Managers should carefully consider the requirements for the position, and the key selection criteria including skills, experience, and qualifications.

If no position description exists for the available position, or if it requires revising, this is the responsibility of the appropriate Manager. Once the new position description or amendments have been drafted, it should be forwarded on to Human Resources and, if appropriate, approved by Management and/or Board. Selection criteria will be drawn up based on a position statement.

Where the position description is for a new role, the Human Resources Officer or Manager will review and evaluate the position and draw up a position statement that will then, if appropriate, approved by Management and/or Board. Prior to commencing the recruitment process, the responsible Manager is required to gain approval from the Management / Board or delegated authority and forward this to the Human Resources Officer.

### **Direct Internal Appointments/Promotions**

In situations where a Manager wishes to promote an employee who meets the specific selection criteria for the vacant position into the internal vacancy, the appointment must be authorised by the appropriate Manager, and the approval is to be forwarded to the Human Resources Department.

## **Internal Advertising**

Where appropriate, District 360 will advertise all vacancies internally. Exceptions to this rule may occur when:

- The position is of such a specialised nature, and / or appropriate skills are not available within the organisation; or
- There is a need to make a direct appointment or promotion into the vacant position. Upon receiving approval for the vacant position, Human Resources will advertise the available position internally. Internal advertisements should include the following:
  - Position title;
  - Outline of the position;
  - Skills required for the role;
  - Closing date for applications. All internal applicants should forward a current copy of their resume, together with covering letter, to the applicable manager for acknowledgement, consideration and processing. Internal applicants who possess the required skills, qualifications and work-related experience, as specified in the internal advertisement, will be interviewed for the position by the relevant Manager or Supervisor.

## **External Advertising**

Where a position cannot be filled internally or where it is appropriate to conduct an external recruitment campaign, the available position should be advertised through relevant networks, on relevant websites, and through local employment services.

Volunteer positions will be advertised as widely as deemed reasonable.

All advertisements must be approved by Management.

If required, the Human Resources Department will prepare an appropriate recruitment advertisement for the position and submit it for review and approval by the relevant Manager. The Human Resources Department will administer the placement of the advertisement and monitor applications received.

When advertising positions involving child-related work, you may wish to:

- Include an explicit statement of the organisation's commitment to child safety e.g. » 'This is a child safe organisation' » 'We are committed to providing a child safe environment'
- Reference the organisation's Child Safety and Wellbeing Policy, Code of Conduct and screening procedures in information/induction packages and job descriptions.
- Inform applicants that criminal record checks, inclusive of Working with Children (WWCC) Checks will be undertaken for successful applicants who are required to work with children under 18yo. Refer applicants to the WWC Check website.

## Use of Recruitment Consultants

Where deemed appropriate, external recruitment consultants may be used for recruitment purposes. The Recruiting Manager should contact the Human Resources Department for assistance in engaging the services of recruitment consultant. It remains the relevant Manager's responsibility to ensure that the recruitment consultant adheres to Community Veracity's recruitment and selection policies.

## Screening Applicants / Police Clearance

If a recruitment consultant has been engaged to recruit for a position, they will be responsible for screening the applicants.

Resumes must be screened against the position description so that assessments can be made of their suitability for the specific role. Applicants who are assessed as suitable will then be selected for interview.

Managers should consult with the Human Resources Department if they require any assistance with the selection process.

Where appropriate, but particularly in positions of financial responsibility or in dealing with vulnerable clients / children, police checks may be arranged.

All candidates/staff members must arrange a **NDIS Worker Screening Check** if working in a risk assessed role otherwise will be required a National Police Clearance and not older than 12 months from the date of application (valid for 3 years) and must be submitted to District 360 upon employment.

- Should the Police Check be unsatisfactory due to criminal behaviour records, management will need to assess the severity of the record i.e. youthful indiscretions decades ago unfortunate public drunkenness offence after a Christmas party celebration, etc. and determine if the criminal record links to the role the candidate is applying for and how recent to determine if the candidate will proceed with the recruitment process.

All candidates / staff working with clients under the age of 18 years old will be required to obtain a Working with Children Check.

## Vaccinations

District 360 will follow the relevant state government and or NDIS guidelines in relation to vaccinations for COVID-19 and its variants. Recognising that these guidelines will change and therefore our recruitment process will be adjusted to match these guidelines.

References shall be sought, where appropriate, as set out in the organisation's

References Policy. Previous employers and referees shall be contacted, and transcripts, qualifications, publications and other certification or documentation shall be validated.

Any checks which may form part of the selection process should be conducted prior to issuing an offer of employment.

## Interviewing for roles linked to working with Children

- Form a skilled interview panel, with clarity around responsibilities relating to child safety.

- Use open-ended questions, including behaviour-based questions on topics such as motivation for working in the role/organisation, how to work safely with children, and boundaries when working with children.
- Watch for 'red flags or warning signs which may include erratic employment history, the applicant seems 'too good to be true', does not value or 'need' supervision and is evasive or inconsistent in his or her answers.
- Ask for more information if the applicant does not provide sufficient information in his or her responses.
- Clearly document and discuss any concerns and follow up as required.

## Reference Checking

Managers are to ensure that, where possible, a minimum of two reference checks are conducted prior to an offer of employment being extended to a candidate.

Details of the reference checks should be attached to the candidate's application for future reference.

## New Starter Paperwork

If an internal candidate is selected, the Manager is required to notify the successful candidate and their Manager.

If an external candidate has been selected, the Manager is to make a verbal offer to the candidate. To authorise the commencement or transfer of an internal employee, the Manager must notify the Human Resources Department and provide confirmation of Management's approval.

The Manager should ensure that all recruiting documents are completed and returned to the Human Resources Department for filing.

The Human Resources Department will prepare a written letter of offer for the successful candidate. The letter of offer and or contract of employment will confirm the start date, salary (if any), position and the terms and conditions of employment pertaining to the employee.

Once the Human Resources Department or Manager has received the candidate's signed letter of offer, the Human Resources Department is to notify all unsuccessful candidates. If an external recruitment agency has been used, the Manager is to notify the agency, who will notify the unsuccessful candidates.

The Manager is responsible for liaising with the Human Resources Department to ensure that the necessary documentation, equipment, and access privileges are prepared for the new employee.

The Human Resources Department will arrange a time for the new employee to attend 360 Supports Services Induction program.

## Recruitment stages process/documentation

Stage	Process	Responsible
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1	Pre-screening to verify candidates have the prerequisite documentations and discuss with candidate about the requirement for a NDIS check (worker screen)	
2	Short list candidates based on recruitment criteria	
3	Setup interview with candidate and interviewer	
4	If successful, send candidate email to collect documentation	
5	<p>Send to the candidate an email with the documents required to apply for a role with District 360.</p> <p><b>FORMS TO BE COMPLETED</b></p> <ul style="list-style-type: none"> <li>• Employment contract</li> <li>• Job description form</li> <li>• Employee details form</li> <li>• Image use consent form</li> <li>• Health Details Form</li> <li>• Privacy &amp; confidentiality policy</li> <li>• Tax declaration form</li> <li>• Superannuation choice form</li> <li>• Work Health &amp; Safety handbook</li> <li>• Employee handbook</li> <li>• Statutory Declaration</li> <li>• Fair works Fact sheet</li> <li>• Code of Conduct Policy</li> <li>• Brevity Support Worker App manual</li> </ul> <p><b>REQUIRED DOCUMENTS</b></p> <ul style="list-style-type: none"> <li>• NDIS Check (worker screening) – apply via <a href="#">DoTDirect</a></li> <li>• COVID-19 Vaccination record – If required under relevant state guidelines at the time of recruitment.</li> <li>• Working with Children Check (WWCC) if working with children under 18yo</li> <li>• Drivers' licence</li> <li>• Comprehensive Car Insurance certificate</li> <li>• Car Registration</li> <li>• Passport / Birth Certificate <ul style="list-style-type: none"> <li>○ If not Australian passport, please provide Visa type / VEVO letter</li> </ul> </li> <li>• First Aid Certificate (valid 3 years)</li> <li>• CPR Certificate (valid 1 year)</li> </ul> <p><b>LIST OF MANDATORY NDIS COURSES</b></p> <ul style="list-style-type: none"> <li>• NDIS Worker Orientation Module <a href="https://training.ndiscommission.gov.au/">https://training.ndiscommission.gov.au/</a></li> <li>• NDIS Induction Module – New</li> </ul>	

	<ul style="list-style-type: none"> <li>• NDIS Supporting safe and enjoyable meals <a href="https://training.ndiscommission.gov.au/">https://training.ndiscommission.gov.au/</a></li> <li>• COVID-19 Infection Control <a href="https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training">https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training</a></li> </ul> <p><b>REQUIRE ONLINE TRAINING</b> (Access provided by D360 via eTrainU)</p> <ul style="list-style-type: none"> <li>• Manual Handling for Disability Support Workers</li> <li>• Medication Management</li> <li>• Infection Control for Disability Support Workers</li> <li>• Recognising Restrictive Practices - Zero Tolerance Resource</li> <li>• Documenting Records</li> <li>• Mealtime Management</li> <li>• Food Safety for Disability Support Worker</li> <li>• Hand Hygiene – New</li> <li>• Personal Protective Equipment - New</li> </ul>	
6	Scan files and save in staff folder	
7	Onboard staff – Induction	

### DISTRICT 360 SUPPORT WORKER APP EMAIL

Could you please download BREVITY CARE App on your phone and refer to the App guide, if needed, please let me know and I would be happy to catchup over zoom.

- Login: xxxx
- Password: xxxxx
- Organisation: district360

For each shift you must check-in the time of arrival and time left, plus record your Notes.

Shift notes are an important way of documenting the support you provide. For insurance purposes, it is required that you detail what was done on the shift and make a special note should there be any incidents that occur. If there was an insurance claim made, the shift notes that you submit would be an important part of the evidence required to assess this.

Please keep in mind that the client has access to what you write on your timesheets for their reference as well so make sure your notes are professional and objective.

If you need to report anything in your timesheet such as possible neglect or abuse that you do not want to be displayed on your timesheet, please contact District 360 so we can help you document this and report to the relevant authority in WA.

Here is an example of shift notes:

*Today I arrived at Mr. Smith's apartment at 5:30pm and assisted him to eat his dinner by cutting up his food and prompting him to use his cutlery. The client normally does not need assistance to cut up his food, but this week has been needing my assistance. After dinner, I cleaned up by washing the dishes, cleaning the surfaces*

*and sweeping the kitchen floor. The client wanted to watch the news after dinner so we sat together and watched for about 30 minutes. At 7:30pm I assisted the client to bed by physically assisting him to use the toilet, brush his teeth and put on his pyjamas. On the way to bed, the client became agitated and squeezed my arm. I spoke gently to him and slowly guided him to his bed. Once the client was settled in bed, I left him to sleep and then monitored a half an hour later to ensure he was still asleep in bed. I then left the apartment at 8:30pm.*

## **Records and Correspondence**

All contact regarding the position is to be directed through reception, with all applications marked “Confidential” and posted to Management.

Letters/emails of acknowledgment should be posted to all applicants prior to the short-listing of final suitable applicants.

Short-listed but unsuccessful applicants should be advised that their CV will be retained by the Human Resources Department for future reference unless the applicant advises otherwise.

Applicants who do not meet the key selection criteria and are not suitable to be short-listed for an interview should be sent a written letter/email advising them that their application has been unsuccessful.

All employees’ files will be kept in a confidential and safe place only accessible by accounts and Management.

## **6. Other relevant policies**

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including.

- Code of Conduct
- Employment Conditions Policy
- Disciplinary Procedures Policy
- Staff Induction Policy
- Staff Development and Training Policy
- Performance Management and Review Policy

## **7. Relevant Legislation and Standards**

- [Disability Services Act 1993](#)
- [National Standards for Disability Services](#)
- [Working with Children Check \(www.wa.gov.au\)](http://www.wa.gov.au)

## **8. More information**

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)



**1. Review details**

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
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