



Your guide to employment with HealthShare NSW

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Employment with HealthShare NSW

About HealthShare NSW

HealthShare NSW is the largest government shared services organisation in Australia. It is a statewide body of more than 7,500 employees who support the delivery of patient care for NSW Health.

HealthShare NSW supports NSW Health to deliver clinical care and help drive system-wide improvements.

Learn more about HealthShare NSW's directorates by following the links below:

- Human resource services such as payroll, employee support and recruitment
- Financial services such as [accounts payable](#), accounts receivable, general ledger and reporting
- [Food and Patient Support Services](#)
- [Linen Services](#)
- [Procurement Services](#)
- [EnableNSW](#), which assists people with a disability to live and participate in the community
- [Patient Transport Service](#)
- [Make Ready Service](#), cleaning and restocking ambulances

Every year, we...



supply

40 million

tonnes of clean linen to NSW public hospitals



manage wages for

180,000

NSW Health employees



serve

24 million

meals to NSW public hospital patients



transport

240,000

patients across Greater Metropolitan Sydney

Our culture

People are integral to the success of our organisation and everyone contributes to our constructive workplace culture.

We are:



High performing



Innovative



About people and safety



Collaborative

Partnering for patients

Our vision for HealthShare NSW is to connect with and understand the needs of our people, patients, NSW Health staff and the community. Our [Strategic Plan 2020–2024](#) guides our vision, our key priorities and how we will measure our success in our three focus areas.



Our CORE values

We know that the way we behave with each other and towards our customers, determines our culture.

We use our CORE values of Collaboration, Openness, Respect and Empowerment as a roadmap for how we should interact and behave in the workplace.

We expect all our employees to work in line with our CORE values.

Collaboration

We are committed to working collaboratively with each other to achieve the best possible outcomes for our patients who are at the centre of everything we do. In working collaboratively we acknowledge that every person working in the health system plays a valuable role that contributes to achieving the best possible outcomes.

Openness

A commitment to openness in our communications builds confidence and greater cooperation. We are committed to encouraging our patients and all people who work in the health system to provide feedback that will help us provide better services.

Respect

We have respect for the abilities, knowledge, skills and achievements of all people who work in the health system. We are also committed to providing health services that acknowledge and respect the feelings, wishes and rights of our patients and their carers.

Empowerment

In providing quality health care services we aim to ensure our patients are able to make well informed and confident decisions about their care and treatment.

The benefits we share



Competitive salary and leave

Be well remunerated under public sector awards and have access to a variety of leave options.



Hybrid working

Depending on your role, you can enjoy a combination of working from home and the office.



Health and wellbeing

A healthy lifestyle is important. We offer discounted gym membership, corporate rates on private health insurance and free access to mental health and wellbeing coaching, as well as an online wellbeing platform and team challenges.



Learn and grow for free

We will develop your skills and help you achieve your career goals. Mentoring, shadowing, leadership and management training opportunities and online short courses are all options – and it's all free.



Salary packaging and novated leasing

If you are eligible to salary package pre-tax expenses, you can take home an extra \$806–\$2,782 in your pocket on top of your pay. You can also arrange novated leasing for your car.

And more!

To find all your employee benefits, check out our website: <https://www.healthshare.nsw.gov.au/careers/benefits>



Applying for a position with us

The application process

To apply for a job with HealthShare NSW, you will need to create a profile, which you can later access at jobs.health.nsw.gov.au. Remember to keep your username and password handy as you will need to log in to track and manage your application(s). If you are an existing NSW Health employee you will not have to create an account as you may use your Employee Single Sign-on.

Note that a separate application must be submitted for each position you wish to apply for.

It is important to demonstrate in your application why you are the best person for the position. This information will be used to determine whether you are given an interview. Your application should include your resume/CV, responses to the essential requirements or targeted questions and any additional information requested.

Building your application

Resume

Your resume (also known as curriculum vitae or CV) is a snapshot summarising your qualifications, experience, skills and abilities.

A resume needs to be clear, concise and neatly organised with content relevant to the role you are applying for. Your resume should include:

- Education, qualifications and details of any courses that might be relevant to the role
- Experience (paid and volunteer) in reverse chronological order. For each job, include the role title, name and location of your employer and dates of employment. Briefly describe your role responsibilities for each job and note any key achievements
- Capabilities, special skills, digital working/ computer skills and membership to organisations relevant to the role.



Applying for a position with us



Essential requirements and targeted questions

Addressing the essential requirements and answering targeted questions forms the most important part of your application. You need to ensure that you demonstrate in your responses that you have the right mix of skills, knowledge and experience to succeed in the job. Make sure you emphasise your major achievements and use positive language when talking about yourself.

When addressing the criteria or targeted questions, be sure to utilise the **STAR** method. This will help you to demonstrate your suitability for the role, structure your response and provide examples of your work. Pay attention to word limits and keep your answer succinct.

S

Situation

Set the scene. Your goal here is to paint a clear picture of the situation you were in and emphasise the complexities. Keep it concise and focus on what's relevant to your example. Try to do this in approximately 2-3 sentences at most.

T

Task

State what the task was and what you were trying to achieve. Outline the specifics of what your responsibilities were in this particular scenario, as well as any objective that was set for you, before you dive into what you actually did. This should be no longer than 2-3 sentences.

A

Action

What did you specifically do? What skills did you use? How did you handle the situation? Was it complex? This should make up the main body of your response and form 80% of your answer – put most of your effort into this part and solely focus on how you went about your actions.

R

Result

What was the result of your actions? Try to make this as positive as possible. Even if the outcome was not the desired one, what did you learn or how would you handle it differently next time. Include specific data or any awards/recognition where possible to highlight your achievements. This should be no more than 2-3 sentences.

Applying for a position with us

When you are putting together your application make sure you:

- Read the advertisement and position description carefully and make sure you understand the requirements of the position. Make a note of anything you do not understand and need to ask about.
- If you have any questions about the role, call or email the contact person mentioned in the advertisement.
- Consider researching any information relevant to the job opportunity, such as the directorate the position is in.
- Before you submit your application, make sure you proofread it to check for any spelling or grammatical errors and check you have addressed all the essential requirements or targeted questions.

Diversity

We have a diverse workforce and we know this helps us build a positive culture and a more productive and innovative workplace. We meet or exceed all the NSW Government diversity targets. We strongly encourage applications from people from diverse backgrounds, including Aboriginal and Torres Strait Islander people and people with a disability.



Employment opportunities for people with a disability or long term health condition

HealthShare NSW provides a supportive environment in which we can place, train and appoint candidates with a disability. We provide a workplace free from discrimination where staff can use their skills effectively and contribute fully to their role.

To assist people with a disability or long term health condition, we support:

- Appropriate adjustments to the recruitment and interview process
- Flexible working hours
- Adjustments to the workplace as appropriate
- Professional support and development in the workplace

If you have a disability and require additional information or specific arrangements to participate in the recruitment process, please email HSNSW-AccessAndInclusion@health.nsw.gov.au.

Applying for a position with us

Closing the gap in Aboriginal and Torres Strait Islander employment

At HealthShare NSW, we have strong representation of Aboriginal and Torres Strait Islander people in our workforce. We actively recruit Aboriginal and Torres Strait Islander people and provide targeted opportunities to support them to grow and develop so they have a sustainable career with us.

If you are an Aboriginal or Torres Strait Islander person and would like more information about applying for a role within HealthShare NSW, please contact HSNSW-AboriginalCareers@health.nsw.gov.au.

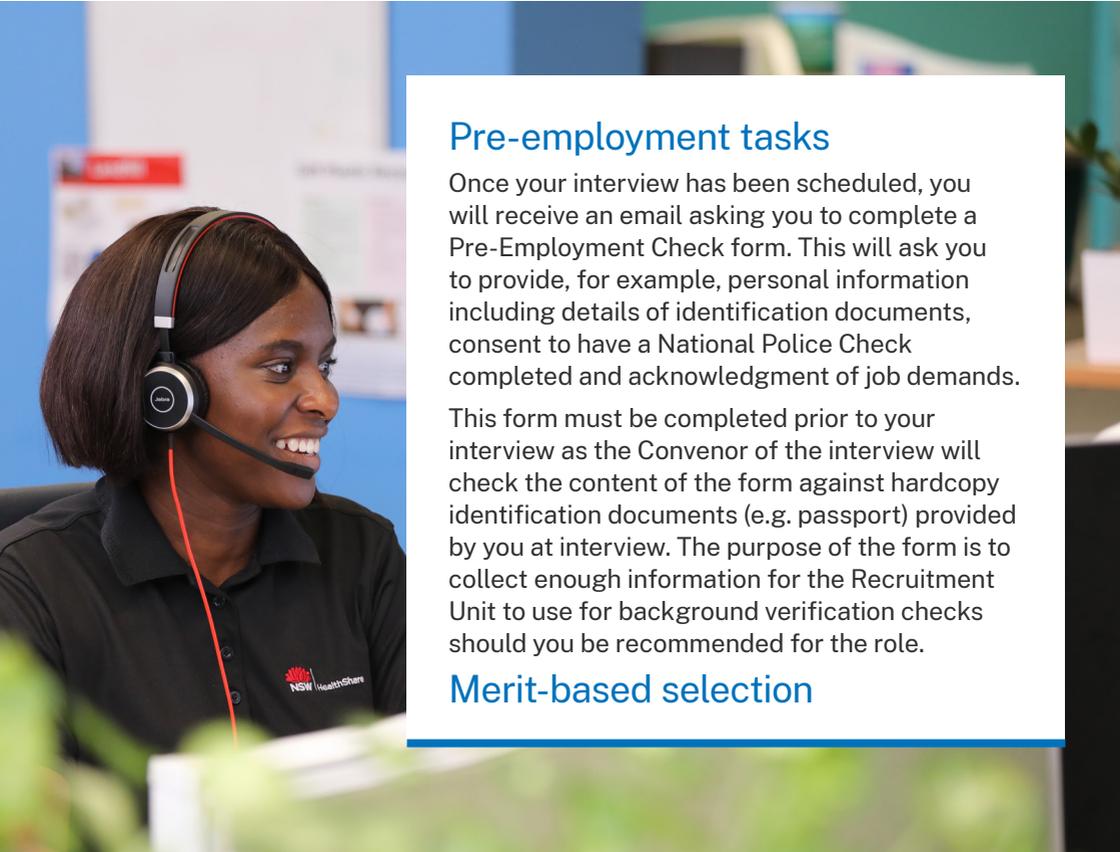


Applicants on a visa/with temporary working rights

Applicants holding a visa with temporary working rights may be considered for positions advertised on a temporary/casual basis only. To be considered for a permanent position, applicants need to hold unlimited working rights. You will be asked during the application process if you hold working rights in Australia and if you are on a visa. If so, you will be required to provide evidence (for example, Confirmation of Enrolment in study if you are on a student visa).

In some of our advertisements, we indicate that we cannot accept applications from people holding working visas.

The interview process



Pre-employment tasks

Once your interview has been scheduled, you will receive an email asking you to complete a Pre-Employment Check form. This will ask you to provide, for example, personal information including details of identification documents, consent to have a National Police Check completed and acknowledgment of job demands.

This form must be completed prior to your interview as the Convenor of the interview will check the content of the form against hardcopy identification documents (e.g. passport) provided by you at interview. The purpose of the form is to collect enough information for the Recruitment Unit to use for background verification checks should you be recommended for the role.

Merit-based selection

All appointments within HealthShare NSW are required to undertake a merit-based selection process. This process is facilitated by a selection panel and is made up of three steps:

- The essential requirements and targeted questions that are addressed when you first apply for the role.
- Pending the result of your essential requirements responses, you may then be invited to attend an interview with the selection panel.
- Following the interview, short-listed applicants will have reference checks conducted.

The interview process

Selection panel

We use selection panels to assist with the merit-based selection decision making process. The panel will generally consist of three members who have specific roles:

- The Convenor, who is responsible for running the interview. All convenors have undertaken specific training to ensure they meet the requirements of NSW Health recruitment policies and requirements.
- The Independent, for which the outcome of the interview will have no bearing. Their role is to ensure there is no bias in the selection process and Equal Employment Opportunity requirements are followed.
- The Job Specialist, who has in-depth knowledge of the position and its requirements.

Interview process

An interview is the opportunity for you to have a conversation with the selection panel about the role, the expectations associated with it and how you will be able to address them.

You will be given at least two days' notice of your interview and this time should be used to research the role. All positions in HealthShare NSW

will be advertised with a copy of the Position Description which can assist you to prepare for your interview. Your interview may take place in person, over the phone or by video conference.

All selection panels have the same goal – to ensure the most suitable applicant is appointed. As such, you may be prompted to clarify your answers. You should also ask for clarification on any questions you are asked and also ask any questions you may have.

If you are offered an interview and require special arrangements, please let the Convenor know so that any appropriate adjustments can be made.

It is a requirement that you bring the following documents to your interview:

- 1 x 'Commencement of identity' (e.g. birth certificate or passport) and;
- 1 x 'Primary use in the community' (e.g. Australian driver's licence) and;
- 2 x 'Secondary use in the community' (e.g. Medicare Card or bank card)
- Evidence of ability to work in Australia (if not verified by the above).

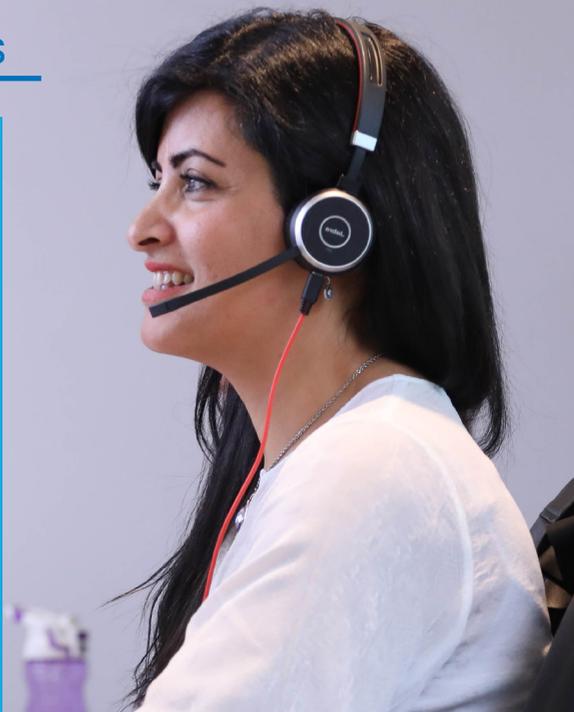
The interview process

Practical assessment

A practical assessment of your abilities may be required by the panel before, during or after your interview. Practical assessments may include:

- Demonstrating your ability to use certain equipment relevant to the role
- Work samples relevant to your qualifications or previous work
- Skills and psychometric assessments

You will be notified in advance of your interview if you are required to complete any assessments.



Outcome of the interview

All applicants for positions with HealthShare NSW are entitled to know the outcome of their interview in writing. There are generally three different outcomes that can occur:

- You are made the preferred applicant for the position. You will then be required to undertake the pre-employment checks process. The Convenor will assist you with this process.
- You are made eligible for the position. HealthShare NSW makes use of eligibility lists. If you are placed on an eligibility list, it means you can potentially be placed against any similar positions that become vacant within the next six months. If a suitable position becomes vacant, the Convenor will discuss this with you in more detail.
- You are made unsuccessful for the position. All candidates are encouraged to reach out to the HealthShare NSW Recruitment Convenor for feedback on unsuccessful applications. This is an opportunity to have a discussion with the Convenor regarding your application and identify areas for improvement to assist with future applications.

Reference checks

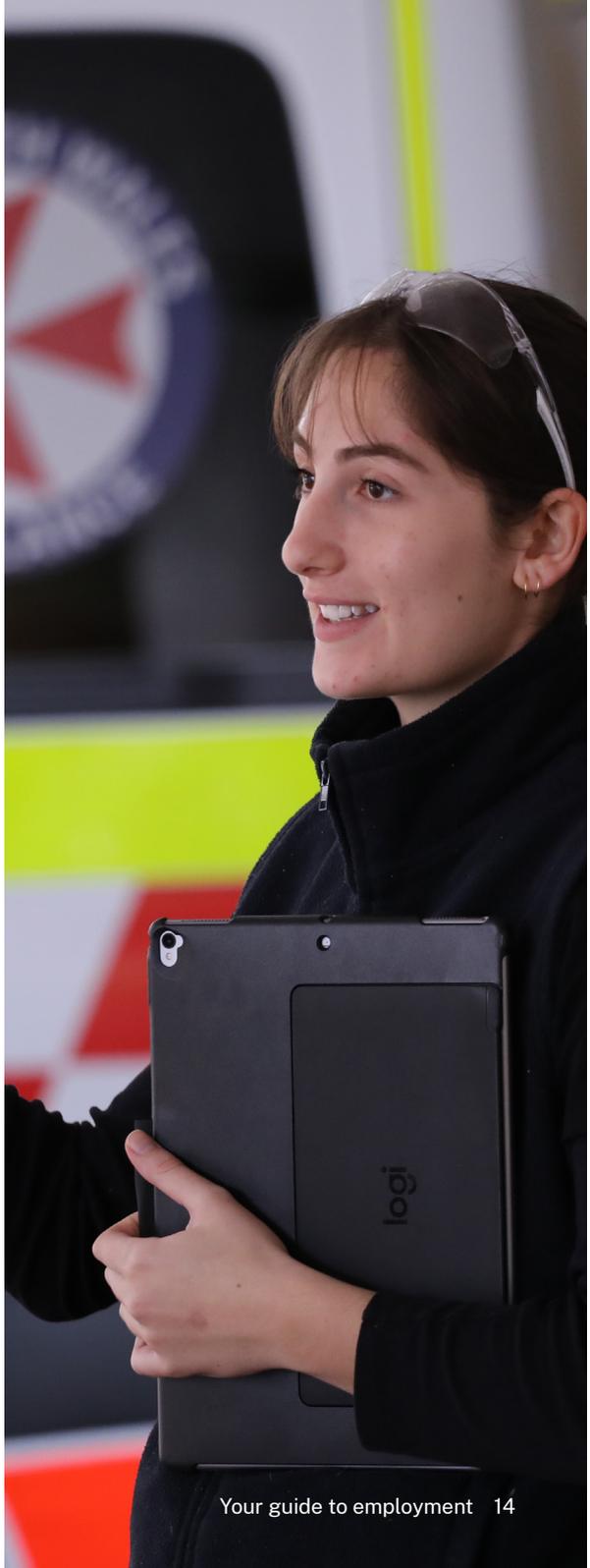
Selecting and providing referees

As a part of your application you are expected to provide HealthShare NSW with at least two work-related referees, one of whom must be your most recent supervisor. Please include their names, current phone numbers, email addresses if known and their professional job titles. Our selection panel will need to contact them as part of the selection process.

Your referees should be able to provide a professional reference with regards to your skills, qualifications, abilities in relation to the job, and your performance whilst working with them.

It is important that your referees know ahead of time that you are applying for the job. You may wish to consider providing them with a copy of the Position Description so that they are prepared to provide relevant information to the selection committee when asked.

Written referee reports are not required.



Employment checks

Understanding employment screening checks

In accordance with NSW Health policies, a number of employment screening checks may be required for preferred applicants in selected roles. These include:

- [Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases](#)
- [Working with Children Checks and Other Police Checks \(PD2019_003\)](#)

NSW Health Category A compliance checks

If you are applying for a Category A position with NSW Health you will require immunisation against the following:

- Whooping Cough
- Hepatitis B
- Measles/ Mumps/ Rubella
- Chicken Pox
- Tuberculosis

If you have any current evidence of vaccination against these, please upload it with your application. Your current vaccination status will not impact your application. If you are the successful applicant, any further vaccination requirements will be incurred at your own cost.

What is a Category A position?

A Category A position is one where the worker has potential to have contact with patients and/ or be exposed to infectious bodily substances.

Pre-Employment Health Assessment

If you are applying for a Category A position, prior to any offer of employment, you will be required to undergo a Pre-Employment Health Assessment relevant to the inherent requirements of the position, with costs covered by HealthShare NSW. At a minimum, you will need to complete a Health Declaration online and will be required to undergo further assessment.

Health assessments are separate from the merit selection process and are not available to the selection panel. They will be reviewed and assessed by an appropriately trained staff member only.

If the health assessment finds that you do not meet the inherent job requirements of the position because of disability/ impairment, HealthShare NSW will consider whether a reasonable adjustment can be made to the position to allow you to carry out its requirements.

Employment checks

National Police and Aged Care Checks

When recommended for a position with HealthShare NSW, you will be asked to undertake a National Police Check. When completing the National Police Check consent form, please consider the following:

- List all names you have been known by. This includes your maiden name/s, previous married name/s, and names that you were known by as a minor. For example, if you are known on your passport as 'Elizabeth Lee Smith' and on your driver licence as 'Libby Lee Smith', ensure you include both names as one of these names will be considered your primary name and the other your alias name.
- Include all of your home addresses from the last five years.
- Include your contact details, licence details and passport details (if applicable).

All employees working in a facility that supports aged care will require an Aged Care Check at point of recruitment, and every three years thereafter. This will be identified in the Position Description of the role you are applying for and you will be prompted for information during the recruitment process to allow us to run this check.



Working With Children Checks

Depending on the type of work you are applying for, and hospital or site you are working at, you may be required to provide a Working with Children Check (WWCC) clearance number. This requirement will be identified in the Position Description.

To apply for a NSW WWCC you should [make your initial application online](#).

Once you have done that, you will need to visit a Service NSW Centre to have your application verified and pay the \$80 fee.

Please note that a Volunteer WWCC cannot be used for paid employment.

Offer of employment

Receiving your offer of employment

After your interview, the selection committee will assess your claims and suitability for the position in relation to the essential requirements and make a recommendation regarding the most suitable applicant for the position. If you are selected as the most suitable applicant, a conditional offer will usually be made by phone.

We would like to know your decision as quickly as possible. Once conducted, if your employment checks are cleared, a formal Letter of Offer will be sent to you electronically as confirmation of the verbal offer.



Your offer of employment will include details such as:

- Your job title
- Location of employment
- Employment type i.e. full-time, part-time, temporary or casual
- Start date
- End date (for temporary contracts)
- Remuneration

Extra information may be added to your offer of employment depending on your Award or specific job requirements.

If we do not offer you the position, but believe that you are suitable for the role, we will seek your permission to place you on an eligibility list. Names are listed in order of merit, and may be accessed if:

- The preferred applicant declines the offer, or
- The position becomes vacant again within a six-month period

You may also be given the option to enlist in the NSW Health Recruitment Pool, valid for 18 months.

Thank you for expressing your interest in working for HealthShare NSW. We look forward to receiving your application! For further assistance, please contact HSNSW-recruitment@health.nsw.gov.au.



To join the team at HealthShare NSW,
visit www.healthshare.nsw.gov.au/careers

