

APPLYING FOR A JOB AT SA AMBULANCE SERVICE?

This package has been developed to assist you with your application for an advertised vacancy with SA Ambulance Service. The aim is to provide you with information about the SA Ambulance Service recruitment and selection process.

You are encouraged to use this information in conjunction with other resources to assist you through the process of applying for a position.

Recruitment and Selection Policy

SAAS has adopted best practice in regard to our merit selection process. This has been endorsed by the Executive and has been validated by an external auditor.

Applicants will be assessed against a set of specifications identified specifically for the position advertised. Such specifications may be the qualifications, skills, knowledge, aptitude and attitudes needed by the person to carry out a particular role, thus allowing SAAS to merit select applicants to specific roles.

It is MOST IMPORTANT that your application attracts the best possible outcome.

The information contained herein is current and subject to amendment and should be used as a guide only.

PREPARING YOUR APPLICATION

**Your application is your introduction to the selection panel.
How can you make your first impression count?**

*When you apply for a position the key to getting that vital interview is initially in the quality of your application. **Relate your application to the Person Specifications.** If your application does not demonstrate clearly to the selection panel how your experience meets the specific job requirements you may not be offered an interview resulting in your application being unsuccessful.*

THE ADVERTISEMENT

The Information written in an advertisement may be brief, but will direct you to address the requirements contained in the job description and person specifications. Ensure you have the qualifications required and are capable of doing the advertised job eg medically fit, can work fulltime, can travel etc etc. Understand the conditions of the appointment eg salary, tenure etc. Each advertisement will have a contact person named who will be able to provide this information. Do not ask others who may provide inaccurate information.

It is critical you obtain a copy of the Job Description and Person Specifications and understand the requirements of the role and your suitability to perform the duties as outlined.

POLICE CERTIFICATE

Check the advert of the position you are applying for and if it has requested that you obtain a police certificate which is no more than 6 months old prior to interview, please see the details of how to apply by visiting the website below.

Costs for this will be met by the applicant.

http://www.sapolice.sa.gov.au/sapol/services/information_requests/national_police_certificate.jsp

YOUR APPLICATION

Often the selection panel will have to read a number of applications so, to ensure that you are successful at this stage of the process, it is important to maintain the attention and interest of the selection panel. Make sure the most important information (how you meet the selection criteria and examples of this) is provided in a structured and easy to read format (see example). This assists the panel to determine immediately that you have the essential skills that are required to do the job. Make it **clear, concise** and **relevant** to the specific requirements of the job. DO NOT clutter it with unnecessary and irrelevant or outdated information.

Application Checklist

- Introduction page which includes:
 - your understanding of the role
 - why you are applying
 - personal contact details (include mobile no. where possible)
- Separate paragraphs demonstrating each selection criteria
 - attach copies of required documentation
- Curriculum Vitae/Resume
 - employment history
 - relevant education and or training
- Two Current work referees

Documentation

It is expected that you will include a one page opening introduction stating your understanding of the job and why you are applying for the position. Include any information relevant to the position which you believe will enhance your application.

Forward four (4) copies of your application produced on A4 size paper. DO NOT include original documents as applications will not be returned. Simply staple in the left hand corner and DO NOT enclose in binders or folders.

Applications must be submitted by close of business on the stated closing date. For reasons of equity, extensions will not be granted and no late applications will be accepted.

Please include your name, address and daytime contact number in the top right hand corner of the front page for ease of reference.

Attach all required photocopies. Photocopies of tertiary or other qualifications and results should only be included if they are **relevant** to the position. Be prepared to produce the original documents when requested.

Position Description

This document describes the role and among other things the:

- Broad purpose of the position
- Reporting & working relationships
- Special conditions / specific job requirements
- Key Result Areas,
- Activities associated with the role and
- Outcomes of activities.

This will then form part of the ongoing performance management process for the incumbent.

Read the Position Description to understand the role, the duties and the expectations.

Person Specifications

This describes capabilities needed by the incumbent to perform the role such as the educational/vocational qualification, experience, knowledge, skills/other. These capabilities are divided into essential and desirable and you should address these as concisely as possible (usually one or two paragraphs is sufficient).

Address each capability separately and ensure they are clearly identifiable and not hidden in reams of text (eg use headings). You may describe one particular situation or demonstrate the capability you use daily.

For particular situations the **STAR(E)** model may be useful in structuring your example or response: describe the **S**ituation, **T**ask, **A**ction, **R**esult (and **E**valuation if applicable) of a particular capability (see example).

The essential criteria.

You **must demonstrate** how you meet **each** of the essential requirements or your application will automatically be rejected. A common error is that applicants often simply state they have the skills or describe what the skill is – the panel need to know what experience YOU have had so describe where, when and how you gained this experience. The more concrete evidence you provide the better.

The desirable criteria.

Again, demonstrate (not simply imply) your ability or experience in any or all of these areas as this will improve your application and may be used by the panel to make a final selection between equal candidates.

RESUME

Employment History

List past positions beginning with the most recent position and working back in chronological order. Include commencement and completion dates.

Do not assume that merely stating the titles and grades of positions that you may have held informs the selection panel about your work experience. Outline briefly the key responsibilities and achievements for each position and how these are relevant to the requirements of the position

Unless **directly relevant** to the requirements of the position it is not necessary to include unrelated commendations, certificates etc of previous projects undertaken.

Relevant Educational Qualifications

Applicants should provide details of relevant qualifications including commencement and completion dates beginning with the most recent going back in chronological order. Please note that if you have **relevant** tertiary qualifications it is not necessary to list secondary qualifications - particularly if they were achieved some years ago.

REFEREES

The name and number of contactable **work referees** must be supervisory and must be recent (do not nominate friends, relatives or neighbours - we do not require character references). Discuss your application with your referee as they should be able to provide verification of your skills and experience as stated in your application. Advise your referee that you have nominated them and provide them with a copy of the Job Description and Person Specifications. Ensure they will be contactable during the selection process.

ATTACHMENTS

Applications are initially sorted strictly according to the requirements of the advertisement. That means you must make sure that all of the required documentation is attached eg copies of licence (original to be sighted at time of interview), qualifications, references, education etc. Failure to supply this information will result in your applications being automatically rejected.

Useful hints and tips

- Remember that the application represents evidence and panels can be expected to clearly identify the capability and verify those with referees.
- Keep your application succinct and relevant. Longer is not necessarily better.
- Have someone proof read your application. Typing and grammatical errors detract substantially from your application and do not create a good first impression.
- Only contact the person nominated in the advert if you have any specific questions relating to the position.

CHECK LIST

- Find out as much information as possible about the requirements of the job.
- Contact the nominated person if you have any questions
- Ensure you are eligible to apply
- Clearly and precisely structure your application.
- Demonstrate how you meet the requirements of the position
- Ensure your referees are relevant, available and briefed
- Ensure you have included **ALL** of the required documentation
- Keep the application concise, ensure all documentation and information is relevant
- Ensure your application arrives on time.

THE ASSESSMENT PROCESS

Your commitment

You are required to be available and must participate in all aspects of the assessment process. Failure to be available when required may result in your application being unsuccessful. SAAS endeavours to be flexible where possible however the process cannot be delayed and your availability to participate is your responsibility.

Offers of employment will only be provided to those applicants who can commit to the prescribed commencement date of the appointment.

Assessing applications

A copy of your application will be provided to each member of the Selection Panel along with a copy of the advertisement, job description and the matrix of the essential and desirable criteria. The panel will assess your application against the matrix which will clearly provide a shortlist of candidates who demonstrate those capabilities. Only those candidates who demonstrate each criterion satisfactorily will proceed to the next stage. Failure to meet any one of the essential criteria will automatically result in your application being unsuccessful.

Hint: Do your own matrix listing all the criteria and measure how well you have demonstrated your ability to meet each of them.

Pre-employment assessment/s

Depending on the vacancy further assessment/s, which are necessary for the position, may be required eg police clearance certificate, medicals, typing test, hearing test, word processing etc. Failure to achieve the required standard may result in your application being unsuccessful.

Interviews

You may be required to attend more than one interview. You may also be required to provide or participate in additional assessments at the interview eg presentation, project plan etc.

Prepare yourself for the interview:

- Be available when required
- Arrive on time
- Wear appropriate clothing at the interview.
- Keep your answers concise and to the point - do not ramble.
- Ask questions to be repeated if you are unsure.
- Briefly provide any information which may impact on the panel's decision (although you should have included this in your application).
- Produce the original documentation as required.

EXAMPLES

The Following examples demonstrate how you may respond to a particular criteria:

- **Sound written & oral communication skills:**

I think that the ability to communicate is important and I do it very well. I often deliver presentations to groups and I get on with a wide range of people.

Comment: This statement is simply an opinion or comment. It does not provide any specific evidence of capability.

Good example:

- **Sound written & oral communication skills:**

I am able to demonstrate my communication skills in a number of ways. For the last couple of years I have been a member of my local youth group and have been responsible for a membership drive over the last 18 months. This has required me to address groups of up to 50 people to explain the process of the youth group and what we have to offer potential members. <SITUATION>.

My process includes approaching local schools, the university and sporting clubs to request 15 minutes during regular meetings or classes to promote the benefits of joining our youth group. I present the information clearly through a power point presentation and by distributing brochures for people to take away with them <TASK>. I always tailor the presentations to suit the particular audience and I have also had to meet with people one on one, prepare posters and write letters as part of the membership drive <ACTION>.

To date we have had 10 people join the group sighting the membership drive as being critical to motivating them to join. <RESULT> Looking back I realise that the personal approach is certainly most effective and as a result we have reduced the level of content we provide so that more can be allocated to answering people's questions.<EVALUATION>.

- **Planning & Organisational skills:**

Poor example

My team needs to plan and organise lots of projects. There are monthly reports to submit, a number of competing priorities as well as the usual work that comes in from customer enquiries. We are a tight team and don't mind staying late to ensure the work is completed.

Comment: By continually referring to the team and 'we' it is unclear to the selection panel exactly what the applicant's role and capabilities are within the team. Ensure that your response demonstrates your skills.

Good example

Sound planning and organisational skills are critical in my current role. I am responsible for providing input to the organisations strategic plan, planning corporate training programs and planning and organising programs using internal and external consultants to meet business objectives. <S**ituation**>

In order to manage this workload with no administrative support I:

- Use Outlook Calendar to co-ordinate meetings (all team members can access)
- Develop and maintain electronic files to maximise time
- Establish project teams to co-ordinate courses and materials.

<T**asks & Actions**>

This assists in the following:

- All team members are included in the planning process
- Templates for recurring tasks save time and team members can access information
- Courses are professionally presented and all relevant subject matter is available

<R**esults**>

I have found that careful planning and attention to organisation is essential to ensuring I keep abreast of the demands facing me in my current role and I constantly need to re-evaluate my work priorities. <E**valuation**>