

**NEW EMPLOYEE INFORMATION KIT**

Dear Applicant

Thank you for your interest in applying for a position with CRANES Community Services Programs.

The accompanying package, which contains our Employment Application Form, is designed to assist you prepare your application by providing you with information about CRANES and the procedures for applying for advertised positions. Please read this material before completing your application.

For your application to be considered it must be received no later than the advertised closing date at the address given in the advertisement.

As part of CRANES compliance with the NDIS Quality and Safeguarding Framework (all workers) who interact with our NDIS customers must complete the Worker Orientation Module ‘Quality, Safety and You’.

This module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. It takes approximately 90 minutes to complete the four modules. Once completed, you will receive a Certificate of Completion.

As all CRANES staff interact with our NDIS customers either directly or indirectly, it is a requirement that everyone employed by the organisation completes the module.

The module can be accessed via the following link;

<https://training.ndiscommission.gov.au/login/index.php>

We wish everyone success in their application and look forward to meeting you.

Regards

Denise O’Brien

Senior Manager People and Culture

# **Empowering People**

**Our Purpose**

**We are an organisation that cares about its people**

**and those in the community**

CRANES provide services throughout the beautiful Clarence Valley to members of the community across a variety of different disciplines. Supported Accommodation, Family Support, Lifestyle Support, Learning & Development, Abilities & People Over 65, in fact, the list is endless

**Our Values**

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| **Integrity** | We value honesty, transparency and accountability; ensuring our actions align with our values. |
| **Respect** | We listen to and respect the feelings, wishes and rights of others. |
| **Inclusiveness** | We celebrate everyone’s worth and dignity, embracing cultures, abilities and beliefs. |
| **Excellence** | We strive to excel in every area of our business; approaching each new challenge with a determination to succeed. |

## **Cranes Commitment to Quality**

CRANES is committed to a continuous improvement quality culture to achieve its strategic vision and mission of building the capacity and capability of individuals, families and communities through the provision of an integrated range of services and programs that meet or exceed customer expectations and requirements.

The objectives of CRANES quality culture are:

* All at CRANES are engaged in renewing service and business practice using the quality improvement cycle - a disciplined process of assessment, planning, implementation and evaluation.
* Customer satisfaction is achieved by delivering customer-centred, efficient and effective services.
* The achievement of recognised accreditation standards.
* Compliance with legislative and funding requirements.

To achieve these objectives CRANES will maintain an infrastructure to support effective and efficient communication processes and knowledge management. CRANES management will provide strong leadership and clear direction for the quality management system by reviewing the system at least annually in accordance with the Quality Management Review Policies.

**APPLICATION CHECKLIST**

**Please use this checklist to ensure that you have completed all sections of your application, and that you have attached all of the required documents. Please submit this completed checklist with your application.**

**Have you shown**:

* The name of the position/s you are applying for
* Your name and postal address
* A daytime contact number and contact address

 **Have you attached:**

* A completed, and signed, Application Form
* A statement explaining how you meet the selection criteria of the position and the common selection criteria
* An up to date resume
* Photocopies/proof of your qualification/s

**GUIDE FOR APPLICANT**

We offer positions to people based on merit. The applicant considered to be the most capable of doing the position is selected. To decide this, we look at qualifications, experience, skills, standard of work and any personal qualities relevant to the advertised position. Choosing the best person for the position is part of our policy of equal employment opportunity.

The advertisement gives the name of a contact person, this person will be able to provide you information about the position if you need it. The advertisement also gives the selection criteria that you are to address. The interview panel cannot overlook any of the selection criteria, so if you do not address these your application is unlikely to be further considered.

 **WRITING YOUR APPLICATION**

* First you should fill in the CRANES employment application form
* Write a statement about how you meet the Selection Criteria for the position. You will find a guide on how to address the selection criteria on the next page.
* Include an up to date Resume. You should also tell us what type of work, including voluntary or unpaid work, you have done in the past, what organisations you have worked for, periods of employment, the kind of work you did, your skills and what your responsibilities were.
* If Qualifications are a requirement of the position, please submit photocopies or scanned copies of your academic transcript/qualification. Should you be shortlisted for an interview, please bring the original documents.

## **SENDING YOUR APPLICATION**

You should make sure that you send your application with plenty of time, so that it reaches us by the advertised closing date. Late applications will not be accepted.

## **ATTENDING AN INTERVIEW**

If you are selected for an interview, you will be contacted to advise you when and where the interview will be held. You will usually be told at least 3 working days beforehand. You may be asked to bring a portfolio or samples of your previous work. You may also be asked to undergo a test to demonstrate any particular skills that may be required for the position.

# **ADDRESSING THE SELECTION CRITERIA**

During the interview you will be asked to explain how your experience, skills, knowledge and personal qualities address the selection criteria for the position. Use examples and include formal qualifications and industry experiences.

The best way to do this is to list every SELECTION CRITERA as a heading. Then, under each heading clearly explain how you meet that criteria. You can write a few paragraphs on each criteria or write in point form. Please do not assume that we know you can do something; you need to tell us.

You also need to describe what you can do and how you do it. This could be in a past position or in your current position. The important thing is for you to try to gain an interview. The best way for this to occur is for you to demonstrate your skills and experience to us in your position application. You should address all of the selection criteria, otherwise your application may not be considered.

The following are examples of how you may address SELECTION criteria.

SELECTION CRITERIA (Example only)

***Excellent written and oral communication skills***

It is not sufficient just to state I have excellent communication skills. Describe the experience you have, or the things you do in your current position which show your communication skills. For example, you may wish to demonstrate your skills by describing the kinds 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 the general public, clients or other government departments.

***Current Driver’s Licence***

If a selection criteria states that you have to have a current driver’s licence, tell us that you have a driver’s licence, the type of licence it is, and, for how long you have held it.