# Launch your career with Wide Bay Hospital and Health Service

Tips and tricks for writing a successful job application

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# Welcome to the Wide Bay

The Wide Bay is a diverse and welcoming region in Queensland, Australia, known for its relaxed, family-friendly lifestyle and enviable year-round climate. The Wide Bay is the gateway to the Southern Great Barrier Reef and home to incredible whale watching encounters and breathtaking Fraser Island. It is filled with vibrant regional centres, beautiful stretches of coastline, strong farming communities, rugged mountain ranges and peaceful bushland.

Between the beaches and the many lakes, rivers and dams you have the perfect waterside locations for camping, hiking, swimming, fishing and water sports, and the back roads and tracks are perfect for horse riding, trailbikes and four-wheel driving. With all this and more the Wide Bay is the perfect place to live and work.

The Wide Bay Hospital and Health Service (WBHHS) is responsible for the delivery of quality, patient and family-focused public hospital and health services including medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services for about 240,000 people residing in the geographical area which incorporates the North Burnett, Bundaberg and Fraser Coast local government areas and part of the Gladstone local government area (Miriam Vale). These services are provided through our Bundaberg, Hervey Bay and Maryborough hospitals as well as our rural facilities located in Biggenden, Childers, Eidsvold, Gin Gin, Gayndah, Monto, Mount Perry and Mundubbera.

We strive to deliver quality health care for the Wide Bay region in a way that responds to community needs and provides the right service, at the right time, in the right place. We also take seriously our mandate to support people in the region to live the heathiest lives possible. These sentiments are reflected through our 2026-2030 Strategic Plan, 'Care, connection, compassion for all'. You can also find out more about us on our website.

We are always looking for committed and enthusiastic people with a passion for helping others to join our Hospital and Health Service family. We offer various career opportunities for both graduates and experienced professionals across a range of clinical and non-clinical roles and departments including but not limited to:

- Allied Health positions specialising in Dietetics, Occupational Therapy, Pharmacy, Physiotherapy, Psychology, Radiology, Social Work, Speech Pathology and other allied health roles;
- Oral Health;
- Medical Interns, Resident Medical Officers, and a range of specialist and non-specialist Medical Officer positions;
- Nursing and Midwifery;
- Administration, Governance and Compliance;
- Accounting and Finance;
- Business Support;
- Human Resources, Occupational Health and Safety and Recruitment;
- Legal Services;

- Media and Communications;
- Operational Support Services including Patient Support, Security, Food Services, Porterage, Building Maintenance and more;
- Information Systems; and
- Project Management.

We offer a range of financial, career and lifestyle benefits that help to enhance your overall personal and professional wellbeing including:

- Attractive remuneration packages, generous superannuation and fantastic salary sacrificing opportunities;
- Education and research opportunities and support including study assistance;
- Professional development;
- Work/life balance, variety and flexibility;
- Corporate discounts including reduced gym membership; and
- Employee assistance program.

Working in the healthcare industry can be incredibly rewarding. This, together with our generous benefits and varied career opportunities, makes the WBHHS the perfect place to kickstart or progress your career.

# Discover your dream role

The HHS advertises positions via Queensland Heath (QH) Careers (https://www.careers.health.qld.gov.au/). If you are interested in working with us, we would strongly recommend that you create an account in QH Careers and register for job alerts in the Wide Bay region. This will help you stay up-to-date with any of our current recruitment processes.

Many of our roles are also advertised via Seek Australia and, on occasion, Seek New Zealand.

If you are searching for a medical, allied health, nursing or midwifery role, you may also find the job advertised via the relevant professional body or college for your profession.

While the right role for you may not be currently advertised, you may wish to submit your Expression of Interest (EOI) for one of our Casual Talent Pools. There are a variety of Casual Talent Pools which can be found by searching for the relevant Job Reference Number (listed below) via the keyword search function in QH Careers.

| Casual Talent Pool | Job Reference Number |
|---|---|
| Aboriginal and Torres Strait Islander Health | H2602WB676178 |
| Allied Health | H2601WB674104 |
| Enrolled Nurse | H2601WB674097 |
| Registered Nurse | H2601WB674103 |

Please note that we no longer have an Operational Services Casual Talent Pool as we recruit to these positions on an as-needs basis.

If you are already a current WBHHS team member, you will also have the chance to apply for internal EOI opportunities for temporary secondments. This can be a great way to expand your skillset and take on higher duties. Internal EOIs are advertised via email notifications sent from the Recruitment team.

# Assembling an amazing application

All applications, across every role, are assessed on merit. This means that your application will be assessed at first look against the requirements of the role and the role description. That is why it is important to prepare an application that best represents you and what you can offer! An ideal application will demonstrate why *you* are the best person for the job and how your experience, abilities, knowledge and personal qualities are relevant for the role. In a lot of cases, the HHS will receive a high number of applications for any one position, so take the time to make sure you are putting your very best foot forward from the beginning.

The application process can vary depending on the role you are applying for. You will find the specific requirements for your application in the 'How to Apply' section of the role description. Hiring managers will always request a copy of your resume as part of an application process.

Certain roles within WBHHS will have mandatory qualifications and requirements outlined in the role description. You are not required to provide evidence of these requirements when you submit your application, however it will be required prior to your commencement in the role, should you be the successful candidate.

*Before applying:*

- Review the job advertisement and role description to understand the role. In particular, the 'key responsibilities' and the key attributes outlined in the 'Are you the right person for the job?' section of the role description;
- Determine if your experience and skills will enable you to successfully achieve the key responsibilities of the role;
- Check that you meet any mandatory qualifications or requirements;
- Consider your motivation or why you are interested in applying for this role; and
- Consider how WBHHS's values and strategic plan aligns with your own values and goals.

**Key tip!**
Make sure to take note the job reference number for future enquiries, as well as the closing date for applications.

## Resume refresh

Your resume is you on a page – your information as well as your education, skills, experience and career highlights. Your resume should help you stand out from the crowd, however the layout should still be neat, simple and easy to read. Consider using headings and dot points to provide information in a succinct manner.

It is important not to make your resume too long. Aim for 3-5 pages at most, depending on how long you have been in the workforce. You may like to include:

- Personal details including your name and contact details – your date of birth, gender, religion and marital status are not required;
- Career summary or career objective;
- Career history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements);
- Skills and strengths;
- Relevant extra-curricular, volunteering or community activities;
- Education qualifications (if applicable);
- Training and/or professional memberships; and
- Referee/s details (name, title, organisation, contact details).

Keep in mind that you don't have to write all your employment history in your resume. While you may have extensive and varied experiences, you should tailor your resume to highlight your experiences that are relevant for the role you are currently applying for.

You also don't need to have paid work to write a resume. If this will be your first job, you can write about any skills, abilities and personal qualities you've developed from school or university activities as well as through your community involvement.

Make sure that you speak to your potential referees and confirm that they are happy for you to include them before you list them. If you are shortlisted for a job interview, it is also a good idea to give your referees a copy of the role description and your resume so they know what to emphasise if the HHS contacts them.

Before submitting your application, have someone else proof-read it to ensure it is free of spelling and grammatical errors.

Hiring managers may also ask for or use a range of application assessment methods including:

- Cover letter;
- Written application;
- Applicant screen;
- Psychometric testing; or
- Phone screen.

## Captivating cover letters

A cover letter is like the introductory handshake at an interview. It's a personal greeting on paper (or in an email) that breaks the ice and introduces you to the panel chair. If your resume is the conversation, your cover letter is the hello!

It outlines why you are making contact and why you would be a valuable team member. It should specify the role you are applying for and summarise how your experience, education, skills and work preferences relate to the requirements of the role.

A cover letter should only be one page and should be addressed personally to the contact person listed at the top of the role description.

## Slaying selection criteria

Selection criteria represent the key qualifications, training, abilities, knowledge, personal attributes, skills and experience a person must have in order to do a job effectively. You must meet this criteria in order to be considered for a position.

At WBHHS, you will generally be required to write a short statement (maximum 1-2 pages) on how your experiences, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and attributes noted in the 'Are you the right person for the job?' section of the role description.

Aside from qualifications and experience that may be specific to a particular job, there are several key responsibilities or attributes that are common to many WBHHS jobs, including:

- Analysis and research;
- Accuracy and attention to detail;

- Decision making;
- Independence;
- Initiative;
- Interpersonal/verbal communication;
- Knowledge/experience of specific software or equipment;
- Knowledge/experience of policies and procedures;
- Leadership;
- Negotiation;
- Organisational skills (time management, prioritising, ability to meet deadlines, planning);
- Proficiency in a range of computing skills;
- Problem-solving;
- Supervisory/management;
- Teamwork; and
- Written communication skills.

## *Preparing for success*

Before you write your statement addressing the 'Are you the right person for the job?' criteria, it is recommended that you go through the following steps:

| Read | Brainstorm | Think | Focus |
|---|---|---|---|
| Read each criterion carefully and highlight the key words.<br><br>Familiarise yourself with the responsibilities of the role; you can never be too prepared! You want to be sure that you can confidently speak about how you can meet these responsibilities in an interview. | Brainstorm ideas for each criterion and write down all your relevant knowledge, skills, abilities, training and experience.<br><br>Remember, it doesn't have to be from your current role! You can draw on experiences from a previous role, even if this was with a previous employer. | Think of specific examples where you have used your skills, abilities, etc., and note them down. Consider them in terms of ABC:<br><br>➢ **A**ctivity – what happened, what the situation was<br>➢ **B**ehaviour – what you/others did<br>➢ **C**onsequence – what the outcome was | Focus on your key achievements and note these down. No achievement is too small!<br><br>These could include reduced costs or time taken to perform tasks; procedures and processes that you streamlined; suggestions you made that were implemented; satisfied clients or colleagues). |

It is also recommended that you take the time to review the WBHHS website, read our Strategic Plan 'Care, connection, compassion for all', as well as any other publications or media articles that may give you some insight into how the HHS operates, what its values and goals are, and how the role you are applying for fits into the organisation's structure. This will not only help you in tailoring your short statement and demonstrating your commitment for the role to the panel, but it will also help you to determine if the role you are applying for, and WBHHS as an employer, is the right fit for you.

It can also be helpful to phone the contact person listed on the top of the role description to have a confidential discussion about the role. Often the contact person will be the panel chair, and they will be very knowledgeable about the position being advertised. This is a great way for you to learn more detailed information about the role, which can help you in writing your statement, but it will also give you a chance to introduce yourself, highlight your skills and experience and leave a lasting impression. This can be

advantageous when it comes time for the panel members to review the applications, if they have already had a positive interaction with you.

## *Presentation is key*

There are several things you can do to make your selection criteria statement effective and easy for the selection panel to read:

- Provide a mini statement as part of your cover letter, giving examples of how you demonstrate the key attributes and responsibilities outlined in the role description; *or*
- Submit another document (separate from your resume and covering letter) that contains the selection criteria statement; and
- Address each criterion separately under individual headers.

## *Carefully crafted content*

Your statement addressing the 'Are you the right person for the job?' criteria needs to demonstrate how your previous experience, skills, education and training have equipped you to meet the requirements of the position for which you are applying.

Below are some guidelines on what to include in the statement you write:

- Write a brief introductory statement outlining how/why you meet each criterion;
- Highlight your relevant skills and experience by describing your major responsibilities in current or previous employment (this may include relevant non-paid work);
- Present your key strengths in an interesting and relevant way; and
- Where possible, mention the same kinds of tasks and responsibilities as are listed in the advertised position description. For example:

  *'I have been executive officer to a number of senior level WBHHS committees where I have organised meetings, researched background information, taken minutes, and prepared and distributed agendas, reports and minutes.'*

  *'In all my previous positions I have performed general office duties such as handling telephone enquiries, greeting visitors, arranging meetings, filing, photocopying, sorting and distributing mail.'*

- Indicate the extent of your experience in relation to a particular criterion, for example the number of years' experience, number of staff supervised, etc. For example:

  *'I have over four years' experience using Microsoft Word on a daily basis to produce letters, memos, reports, tables and course materials. I regularly use advanced features of the program, such as ....'*

  *'For the past eight years I have worked in libraries, including ... '*

  *'I supervise the day-to-day work of five staff, including ....'*

- Briefly give details of one or two specific things you have done that are the best/most relevant examples of your ability to meet the criterion. For example:

  *'I organised a large seminar attended by 100 staff. This involved ....'*

  *'My ability to work well in a team was demonstrated when ....'*

- Be results-orientated and use accomplishments to emphasise why you are a good fit for the role and for WBHHS. You could do this by referring to feedback you've received from others, suggestions you have made that have been adopted, changes you have implemented that are still being used. For example:

  *'A report I wrote about .... was well received by the .... Committee, and circulated as a discussion paper.'*

  *'The accounting spreadsheet system I introduced two years ago is working effectively and staff find it easy to use.'*

- Mention any relevant qualifications and training you have, particularly if your experience is limited. These might include details of any relevant training courses you've attended, such as 'Effective Communication at Work', or 'Introduction to Microsoft Excel' subjects studied as part of award courses, such as bookkeeping, office practice.

### *Bonus points*

**Key tip!**
Either at the end of your short statement, or in your covering letter, you may like to add any extra information that you believe is relevant to the job. Examples of things you could mention include:

- Skills and abilities which you think are important and which haven't been mentioned in the criteria e.g. flexibility, ability to maintain confidentiality; and
- Knowledge or experience you have which you believe is important to the job e.g. knowledge of a particular computer system, policies and/or procedures.

Make sure that any information you include is directly relevant to the position.

# Signed, sealed, delivered

All applications must be submitted online via the QH Careers website (https://www.careers.health.qld.gov.au/). You will first need to create an account by clicking on the 'Register' tab on the top, right-hand side of the page and following the prompts. Once logged in:

- Search for the relevant job using the advertisement reference number;
- Click on the link to open the job listing;
- Click on the 'Apply Online' button at the bottom of the job listing;
- Enter your details as required;
- Attach your resume, short statement and any other documents required; and
- Click 'Apply Now'. You will receive a confirmation email for your records.

### *The fine print*

- Microsoft Word or PDF documents **only!**
- Maximum file size for documents is 2MB each
- You can:
  - Save your application at any time during the process prior to the closing date
  - Review your application before clicking submit
  - Withdraw your application at any stage

# So, what now?

The selection panel will review all the information provided in the application process and compare this to the role description to determine which applicants best meet the requirements of the role. These applicants will then be shortlisted for further assessment. If you are shortlisted, you will be contacted to advise of this and to discuss when and how the further assessment will occur.

For positions that have a high number of suitable applicants, the panel may first wish to conduct a VidCruiter interview, which is a recorded video interview, with pre-programmed questions for you to answer. Following this, the panel will determine which applicants will be invited to attend a face-to-face interview.

Common methods of assessment include:

- Interview (in-person or via video or telephone);
- Work samples;
- Presentations;
- Scenario based practical demonstrations, particularly for clinical assessments; and
- Referee reports.

# Acing an interview

If you have been shortlisted for a job (firstly, congratulations!) then you may then be asked to attend an interview. This is your chance to impress the panel and show them why you are the best person for the job.

During the interview, the panel will be looking at whether or not you meet the selection criteria, but also at whether they feel you would be a good fit for the team and organisation. Keep in mind that an interview process is a two-way street – this is also *your* opportunity to determine if the role and WBHHS are right for you!

### *Uncovering the unknown*

- There will normally be 3-5 people on an interview panel. You are welcome to enquire about the names and job titles of the panel members you will be interviewing with, before your interview;
- The interview duration is usually around 45 minutes (senior positions may be up to an hour);
- You may be invited to arrive 15 minutes early for question perusal time. This will be at the discretion of the panel and the same process will apply to all candidates being interviewed for that position;
- Questions will relate to the key responsibilities and requirements outlined in the role description. You may also be asked about your motivation for the role;
- You will be advised in advance if you are required to complete any tests or assessments as part of your interview process; and
- You will be contacted by email or phone to advise the outcome of your interview.

WBHHS is committed to providing a positive, barrier-free recruitment process and ensuring an inclusive and supportive work environment. If you require reasonable adjustments to our recruitment process, please contact our Recruitment team at any stage on (07) 4150 2250 or email Recruitment-Wide-Bay@health.qld.gov.au.

# Prepare, don’t despair

Interviews can be extremely daunting, even if you are normally a very confident person. However, with the proper preparation, you can minimise your stress and set yourself up for success.

Some key things you should do to prepare for your interview include:

- Think of 2-3 examples of how your previous experiences matches each of the selection criteria. **Key tip!** Ideally, these should be different to the examples you have already used in your written application;
- Think of 2-3 questions to ask at the end of the interview to show you are engaged and to address any concerns you may have;
- Write out any notes you wish to bring with you to the interview;
- Read over your resume and written application, as well as the role description, to refresh your memory of what the panel already know about you. You may be asked to expand on some of the things you have included in your application; and
- Refresh your knowledge of WBHHS by revisiting our website and checking for any new information that may assist you during the interview.

# Dress to impress

How you dress for your interview will depend on the position you are applying for. For many roles, formal office attire, such as a suit and tie for men and a professional dress or a pants or skirt suit for women, is generally accepted attire. However, it may be more appropriate to wear a smart casual outfit if you are interviewing for a labouring/trades position for example. If you are a current WBHHS employee, it may also be appropriate to wear your current uniform, if you have one.

Make sure that your clothes are clean and ironed, and free from any stains, loose threads or missing buttons. It's a good idea to try on your outfit prior to the interview to make sure everything fits (and is comfortable for you – you want to be totally focused on the interview, not thinking about your uncomfortable outfit!)

# Show time

If you are travelling to your interview, make sure you give yourself plenty of time to arrive, find a park and find the relevant room, and have a few minutes to gather your thoughts and relax. There is nothing worse than arriving late and being flustered before your interview begins.

Once the interview commences, keep these things in mind:

- Sit up straight, make eye contact with the panel, avoid fidgeting and speak slowly and clearly;
- Listen carefully to make sure you answer all parts to the questions. If you don't understand a question, you can ask for it to be repeated or clarified;
- If you cannot think of an answer, ask if you can move on and come back to the question at the end;
- Avoid 'yes' or 'no' answers.
- **Key tip!** Use the STAR (Situation, Task, Action, Result) method to structure your answers so that you clearly demonstrate your understanding of the question, as well as highlighting your relevant experience in a similar circumstance and any outcomes that occurred; and
- Do not complain about previous (or current) employers, or make negative comments about your co-workers.

# Reflect and accept

After the interview, regardless of whether or not you get the job, it is a good idea to request feedback for how you can improve in the future. Be sure to take this feedback on board when you are applying for jobs in the future. You can request feedback through the panel chair for the role in question, or through our Recruitment team at Recruitment-Wide-Bay@health.qld.gov.au.

# In summary

Preparing for an application and interview process can be overwhelming. However, if you prepare properly, you can be satisfied that you put your best self forward at all stages of the job search.

Some final reminders to set you on the path toward the job of your dreams:

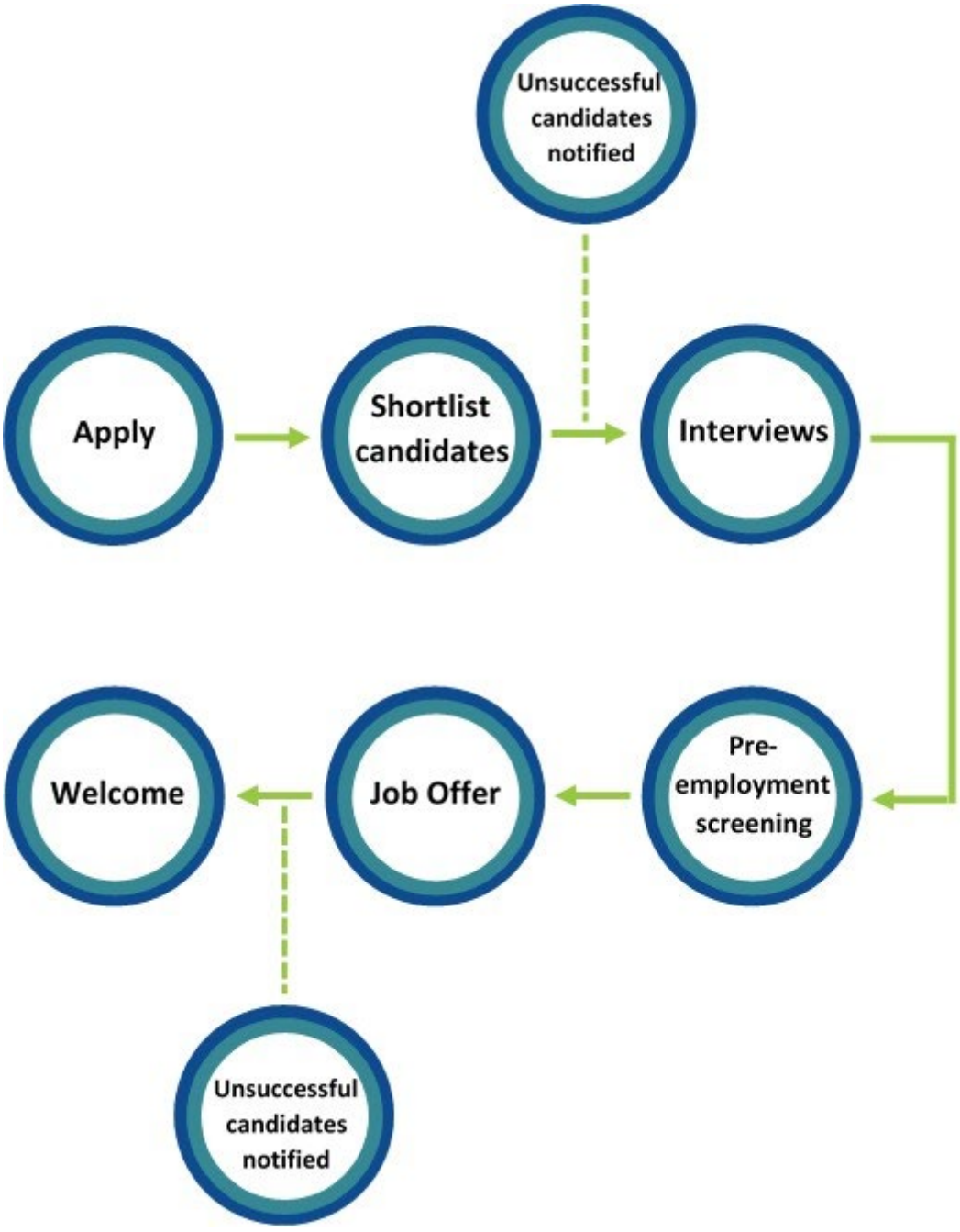
- Get to know the organisation;
- Include a cover letter to introduce yourself;
- Tweak your resume for the job;
- Apply for it!
- Don't get too focused on a single opportunity, apply for others while you wait to hear;
- Be ready to shine at an interview; and
- **Key tip!** Send a thank you note after the interview (within 24 hours).

Image by Catherine Song. © The Balance 2018

## *Reach out to Recruitment*

Our Recruitment team are happy to speak with you regarding our recruitment processes and employment opportunities.

You can contact the team by phoning (07) 4150 2250 or by emailing Recruitment-Wide-Bay@health.qld.gov.au.

**Good luck!**

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