

Eastern Health Careers Candidate Guide



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Acknowledgement

Eastern Health acknowledges the Wurundjeri people of the Kulin Nation, the Traditional Owners of the land on which its services operate, and pay respect to their Elders past, present and emerging. We also pay respect to the cultural authority of all Aboriginal and Torres Strait Islander peoples from other areas of Australia who reside in our region. Eastern Health acknowledges the colonisation of country and the continuing impact on all Aboriginal and Torres Strait Islander peoples.



Diversity and Inclusion

Eastern Health are an equal opportunity employer and recognise the importance of providing a welcoming, safe and inclusive environment for everyone.

Through our advisory groups, patient, and consumer feedback mechanisms, and in day-to-day practice, we engage with people with diverse needs.

This includes people from a range of backgrounds and experiences, including Aboriginal and Torres Strait Islander people, those from culturally diverse backgrounds, people in the LGBTQIA+ community, people with disabilities, women experiencing violence, and many others.

To learn more about our diverse community, [click here](#).





Aboriginal Workforce at Eastern Health

Eastern Health is committed to Closing the Health Gap and reducing inequality in healthcare status and outcomes between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians. We are also committed to the empowerment of the Aboriginal and Torres Strait Islander Community through employment, career progression, and encouraging the celebration of Aboriginal and Torres Strait Islander voices in our organisation.

A Job Application Pack for Aboriginal Prospects has been developed to support all Aboriginal and Torres Strait Islander peoples apply for vacancies at Eastern Health.

You can find out more about our Aboriginal Workforce [here](#). You may also email the Aboriginal Workforce team at Aboriginal.Workforce@easternhealth.org.au with your queries.



“I may not have completed my course without the support of the staff at Eastern Health. I am now thinking about postgraduate studies.”

Mena Love

Mental Health Clinician, Social and Emotional Wellbeing Team

Mena is a proud Arrernte woman who has completed a Bachelor of Health Science (Mental Health).

“I started my journey at Eastern Health as a Peer Support Worker and Family Carer Advisor. Eastern Health supported me to complete a VET course that enabled me to transition into an undergraduate degree in Mental Health. I’ve completed this course and am now a fully qualified Mental Health Clinician.”

Mena completed the Mental Health Traineeship Program at Eastern Health.

“The Traineeship Program was such a great opportunity for me and provided me with a strong foundation for my career.”

Your Eastern Health Career Starts Here

A career with Eastern Health can provide you with opportunity and many exciting pathways. To help you decide if Eastern Health is a good fit and to prepare, we created this handy Candidate Guide. It covers some of the key things about us and everything you need to know to succeed in your application and interview.

Why Join Us?

Joining us at Eastern Health will provide you with the opportunity to:

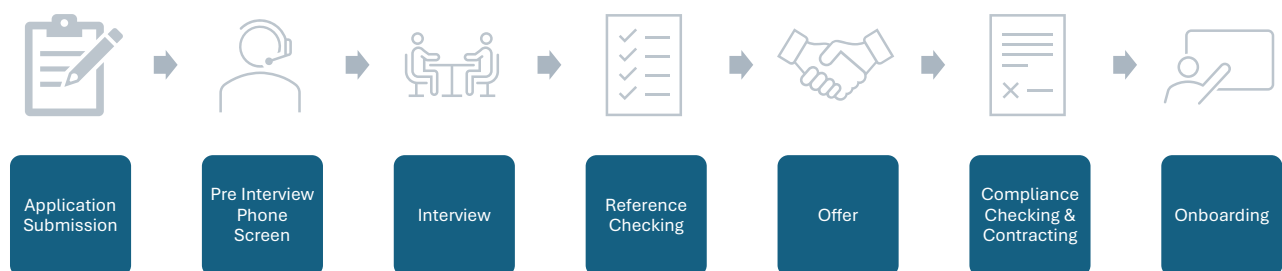
- Pursue your career goals with Eastern Health scholarships
- Work in a team where your skills and talents are valued and acknowledged
- Explore generous salary packaging options
- Belonging to a welcoming team of healthcare experts



Eastern Health offers a variety of fantastic Employee Benefits, view the extensive range [here](#).

Recruitment Roadmap

The diagram below illustrates the recruitment process for successful applicants in seven steps. The Hiring Manager will inform you where your application is up to in the process so you know what to expect. You will have the opportunity to ask questions and seek feedback throughout recruitment.



Step 1: Application Submission

A great job application is key to putting yourself in the best light possible to be successful for the role, and there are some simple things you can do to make your application stand out.

a. Include a Cover Letter

If there's an option to submit a cover letter, it's encouraged to include one as part of your application.

A Cover letter can be a way to introduce yourself professionally, show the value you could bring to the role you're applying for, and give a sense of who you are.

It's important to tailor your cover letter to the position and address the letter to the appropriate team or Hiring Manager. Ensure the letter briefly highlights your reason for applying and addresses key requirements of the position.

b. Your Curriculum Vitae (CV) / Resume

A CV or Resume is important to ensure that you're providing relevant information for the Hiring Manager to determine your suitability for the position.

Ensure to have your up-to-date contact details, education, employment history, skills, certificates and licences included.

If you have previously worked in health care, highlight any areas you have worked in and the specialty.

There are several templates that you can find online to help you put together a professional CV or Resume.

c. Application Questionnaire

As part of your online application, you will be asked several questions which will either be mandatory or optional for you to answer.

We encourage you to answer as many questions that you are comfortable with as this will help determine your suitability for the position. Additionally, it helps us to determine what we may offer as reasonable adjustments to safely support you in the role.



After you submit your application, it will enter screening, if you are unsuccessful at the screening stage you will receive an email from the Talent Acquisition team. In this correspondence there is an invitation to seek feedback, and we encourage you to do so as this will assist you to be better prepared should you choose to apply for another position.

The screening process typically takes a couple of weeks after you have submitted your application, so you may not receive an update until the screening stage has completed. We encourage you to submit your application as soon as possible as some job advertisements may close before the application deadline.

Step 2: Pre-Interview Phone Screen

Once you have submitted your application and if shortlisted, the hiring team will contact you by phone to complete a Pre-Interview Phone Screen.

This conversation typically takes 5-10 minutes and is used as an opportunity to confirm and ask further details about your application. You will also have the chance to ask any immediate questions that you may have.

During the conversation you may be asked about any specific qualifications, certifications or endorsements that you hold. This can include postgraduate qualifications or certificates to support credentialing.



Step 3: Preparing for your Interview

Now that you have completed your phone screen and have been invited to interview, it is time to think about preparing for your interview.

Participating in an interview might seem daunting; however, it is important that you are interviewed as it supports the Hiring Manager to better understand your abilities and fit for the position and make the right selection decision.

The following tips will help you to prepare and attend your interview with confidence.

a. Examine the Position Description

Make sure you are familiar with the position description which can be found in the job advertisement. If you don't have one, contact the Hiring Manager to email you a copy. Familiarise yourself with the Major Duties and/or Responsibilities of the position. This will support you to be able to demonstrate that you understand the scope of the role.

b. Research Eastern Health

Visit Eastern Health's website at <https://www.easternhealth.org.au> to develop your understanding of the organisation overall.

c. Write Down What Questions You Want to Ask

One of the ways to show your interest in the role is by asking one or two questions at the end of the interview. This can help you gain a deeper understanding of the role you're applying for whilst also demonstrating to the potential employer that you're enthusiastic about the role and have done your research.

d. Decide What to Wear

While you've been chosen for an interview based on your skills and experience, presenting yourself professionally is also important. Find out what the dress code is in the area you have applied for as this can assist you in choosing an outfit. If you are still unsure, err on the side of caution and dress professionally.

e. Plan Your Travel

If you are invited to a face-to-face interview, make sure you know where you are going, and how long it will take you to get there. Plan for delays - the traffic may be heavy if you are driving, your train may be late. It's a good idea to arrive half an hour early. It's always better to be early than late.

f. Manage Your Nerves

It's normal to feel anxious on the day of the interview. Eliminate the risk of feeling overwhelmed or nervous by ensuring you arrive at the interview with plenty of time to spare, are dressed appropriately and have practiced your answers. Remember to take your time during the interview and clarify any questions that you may not be sure about. You are also welcome to bring any notes that you have made to the interview and refer to them as needed.



Tips for Online Interviews

- Make sure your phone/computer is charged
- If using a computer, test your camera and microphone
- Do a test run so you feel comfortable with the online platform
- Find a quiet space where you won't be disturbed

- Choose a well-lit area so you can be seen clearly
- Dress as if you were attending a face-to-face interview
- If you can't hear a question clearly or you don't understand the question, ask us to repeat it until you do - we won't mind

Final Interview Question – Eastern Health Values

The final questions will be focused on Eastern Health's values. The Eastern Health values represent our organisation and what we stand for. All employees are required to abide by the Eastern Health Promise: Healthier Together.

You will be asked one or more questions focused on Eastern Health's values below:

- Respect for all
- Safe always
- Partnering in care
- Learning and improving every day

To prepare for these questions, think about how in your current work, you would demonstrate the values in action. Being able to provide specific examples, shows the interview panel that you understand the importance of the values and how they apply to and guide your practice.

At the end of the interview, you will be given an opportunity to ask any questions you like about the Organisation, and the people you are hoping to work with. You may also want to ask questions about the role itself that may not have been made clear in the position description or in the interview.

STAR Response

Eastern Health applies the STAR Method when interviewing candidates. The STAR method is an interview technique which allows the interviewee to provide examples when responding to questions by laying out the Situation, Task, Action, and Result.

Situation: Set the scene and give details of your example.

Task: Describe what your responsibility was in that situation.

Action: Explain exactly what steps you took to address it.

Result: Share what outcomes your actions achieved.



Go to your interview prepared with some examples of your skills. Think about some examples where you can describe a specific situation, what your responsibilities were, what steps you took to address the situation, and what the outcome was.

You will also be asked Technical questions. These questions will provide you with an opportunity to demonstrate your knowledge and skills and how they relate to the position.

If you don't have an employment history, you could talk about a situation from your personal life. For example, a situation that involves your association with a sporting or community organisation.

Step 4: Reference Checking

If you are successful post-interview, the hiring team will request that you provide the details of two (2) professional referees.

Referee 1: Current or recent direct Manager

Referee 2: Professional referee

The Hiring Manager will either contact your references directly or send a reference check request to you for completion online. It is encouraged that you provide your referee's details on this platform if requested.

If you have any questions regarding the reference check stage or who might be best suited to be a referee for you, please let the Hiring Manager know.





At the conclusion of reference checking, should you not be the preferred candidate for the position you will be notified of the outcome of your application by the hiring team. At this time, we encourage you to seek feedback as this will assist you to be better prepared should you choose to apply for another position.

Step 5: Offer of Employment

As reference checking concludes, the interview panel and Hiring Manager will confirm their decision on the preferred candidate. Should you be the preferred candidate, the hiring team will contact you and verbally offer you the position.

We will confirm with you your preferred commencement date, hours, classification and pay that you will be contracted to. We may also confirm with you any upcoming leave plans and request further documentation to support the contracting stage.

We encourage you to ask any questions and clarify your understanding of the position being offered.

Step 6: Compliance Checking and Contracting

As part of the compliance checking stage, successful candidates are required to complete a Police Check via Fit2Work. There are also several documents that you will need. The Talent Acquisition Team will reach out and request relevant documents that may include:

- ✓ AHPRA Registration Details
- ✓ Qualification Certificates and Transcripts (please include any relevant post-grad qualifications as you may be eligible for a higher qualification allowance)
- ✓ Influenza Vaccination History
- ✓ Staff Health Form
- ✓ Working with Children's Check or NDIS Screening Check (if applicable)

For applicants who have resided overseas for 12 months or more in the previous ten years you will be required to complete an overseas Police Check and a Statutory Declaration.

Once you have completed these steps and are fully compliant, Talent Acquisition will generate your employment contract for acceptance and signing. Please follow the acceptance of offer instructions in your email to correctly accept or decline the offer.



Step 7: Onboarding

The final step in the recruitment process is Onboarding. Once you have successfully uploaded your signed contract and position description, you will receive an email to log into Success Factors to complete your onboarding tasks. Please change your password once you have received the email by using the correct link provided in the email.

Tasks such as entering your bank details, tax file number, superannuation declaration and emergency contact details are required to complete onboarding.

Tips and tricks on how to complete onboarding can be found [here](#).

Ready to Join?

Find your next role on our [careers website](#).

