

OFFICIAL



# Job Application Guide

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## WELCOME

Thank you for your interest in applying for a role in the Department of Human Services (DHS)!

This guide provides information about working for DHS. Our aim is to help you find out about the role, prepare your application, and understand the recruitment and selection process used in the department.

### Why work at DHS?

DHS is one of South Australia's most diverse Government departments. We strive to celebrate and improve the lives of people of all ages, cultures, disabilities, ethnicities, faiths, gender identities, sex characteristics and sexual orientations. We are committed to making our services and workplaces safe and inclusive for all people and ensuring the full diversity of the communities we serve are represented in our workforce, including Aboriginal and Torres Strait Islander people, people with disability and/or neurodivergence, young people, older people, culturally and linguistically diverse people, LGBTIQ+ and gender diverse people.

We are committed to making workplace adjustments to provide a positive, barrier-free recruitment process. If you require assistance with this, please contact us at [DHSRecruitment@sa.gov.au](mailto:DHSRecruitment@sa.gov.au) and a member of the team will get back to you.



We value our workforce and offer a wide variety of career prospects, flexibility, work-life balance, as well as promotional opportunities and excellent employment conditions. Working for DHS is a hugely rewarding experience, whatever role you choose. For more information, visit our [Careers Portal](#).

### Application process

Recruitment and selection in DHS are guided by the [Public Sector Act 2009](#), the [SA Health \(Health Care Act\) Human Resources Manual](#) and the [Code of Ethics for the South Australian Public Sector](#).

Selection of employees is based on merit – the extent to which each applicant has the abilities, aptitude, skills, qualifications, knowledge, experience, and personal qualities to fulfil the role.

The applicant who demonstrates the most merit, across the selection process and against the requirements outlined in the role description, is recommended for appointment.

## Before you start your application

For a full list of all current opportunities, visit our [Careers Portal](#).

Each vacancy provides a summary of the role and a role description. The advert will also specify contact details of a person from whom you can obtain further information about the role. This will help you to decide if the role is of interest to you and if you are likely to meet the essential requirements.

The role description is broken down into the following sections:

### **Role Purpose**

Provides a summary of the role, what is expected to be accomplished and the type of work to undertake.

### **Key Outcomes and Accountabilities**

Details the specific key outcomes that are critical to achieve the purpose of the role.

### **Special Conditions**

A National Police Check and/or an employment-related Screening Check may be required to undertake the role. Further special conditions could include the requirement to hold a current Australian issued Driver's Licence.

### **Key Relationships/Interactions**

Identifies the roles reporting to the role, as well as its internal and external working relationships.

### **Budget/Delegations**

Any budget or delegations associated with the role.

### **DHS Expectations and Values**

Applicants are required to demonstrate the [South Australian Public Sector Values](#), and model behaviour and practices consistent with the [Code of Ethics for the South Australian Public Sector](#).

### **Role Specific Capabilities**

The capabilities required to perform the role are listed in priority order, which are explored in the selection process.

### **Qualifications**

A tertiary qualification in a relevant discipline may be required or the equivalent level of expertise gained from a combination of experience, training, or professional accreditation. Qualifications will either be essential or desirable.

### **Key Leadership Competencies and Expected Behaviours**

These correspond to the classification of the role, with the behaviours most relevant checked.

## Preparing and submitting your application

Applications for vacancies in DHS are submitted through our [Careers Portal](#). Here are some tips on how to apply:

- Read the role description and any other information available. Understand the requirements and do some research. If you have any questions about the role, contact the 'Enquiries to' person.
- To apply, simply click on the 'Apply' button in the advert.
- You will need to create a Profile in our [Careers Portal](#) first and provide the details requested. All mandatory questions must be completed to be able to apply.
- Next upload a copy of your resume (see below for tips about this). You will be given the option to upload an updated resume each time you apply for a role.
- Then attach your cover letter (see below for tips about this). You are required to submit a cover letter, up to a maximum of two pages, addressing how your skills, attributes and experience meet the role specific capabilities.
- You will also be required to complete a Pre-Employment Declaration as part of your application to assess your eligibility to apply.
- Now click 'Apply'. An acknowledgment will display, and an automated email sent to you confirming your application has been received.

## Resume

This is your opportunity to showcase your results, achievements, and successes. Headings in your resume should be used to structure the document and highlight vital information. Here are some examples:

- Personal details
- Career objective or summary
- Key skills and experience
- Employment history and key achievements
- Training/qualifications/education
- Professional achievements
- Community service/volunteer work
- Referees

Keep your resume between three to four pages depending on years of experience and relevance to DHS, and check it for any spelling, punctuation, or grammatical errors.

Use a font that is easy to read and a professional style with consistent formatting. Dot points are helpful to ensure the message is clear.

Sections of your resume, such as work experience and education, should be ordered by date, beginning with your most recent activities.

Certain roles in DHS require specific tertiary qualifications, certificates, or registration, which will be outlined in the role description. If you progress to the next stage of the recruitment and selection process, you will be asked to provide an original academic record/transcript and/or proof of registration to support your application.

We recommend you list your referees on your resume and include your current (or most recent) supervisor/manager, as this is a requirement for being recommended for the role.

## Cover letter

Acting as a personal marketing tool, this is your opportunity to highlight what you can bring to the role and what you can offer to DHS. It should outline your main achievements, why you are right for the role and why you want to work for DHS.

Begin your cover letter with a clear message about what part of the role and department you are interested in applying to/for. In the body, demonstrate how your skills, attributes and experience meet the role specific capabilities. Choose an action word, link it to the relevant skill and follow with an example. In your final paragraph, reaffirm your suitability for the role.

The cover letter must not exceed more than two pages (A4), so you need to be succinct.

## Closing date for applications

Vacancies in DHS are advertised for a specific period, closing at the date stated in the advert. Applications received after the closing date will not be accepted.

If there are extenuating circumstances that prevent you from submitting your application on time, contact the 'Enquiries to' person listed in the advert before the closing date.

## Selection process

Applications received will be evaluated by a selection panel with shortlisting occurring after the advert has closed.

If you do progress to the next stage of the selection process, you will be provided with details about what that may entail, whether it be an interview, assessment and/or presentation.

If you have any special requirements, such as wheelchair access or a sign language interpreter, advise the contact person who will make arrangements to assist wherever possible.

All applicants who apply for a vacancy will be notified of the status of their application. Once you are made aware of the outcome, you may request feedback from the panel chairperson. Feedback

will be based on the selection panel's assessment of your suitability in relation to the selection criteria and the role description.

## Preparing for interviews

- Ensure you have reviewed the advert and role description and understand the key elements of both.
- Think about the strengths, skills and experience you could bring to the role, and the opportunities it presents for you.
- Know your cover letter and resume. The selection panel will be assessing your verbal responses against these to see if they are a true representation of your skills and knowledge.
- Some questions can be anticipated, so ensure you have thought of some relevant answers to demonstrate your experience in these areas.
- Allow time to research the role and department.
- Prepare a list of questions you would like answered about the role.
- Know who you are meeting by making a note of their names and roles in DHS, which will be stated in the interview invite.
- Present in a positive and engaging manner.
- Ensure you are on time for your interview and know where it will be held to check what the best transport mode will be. If you are running late, let the selection panel know.
- Interview questions in DHS are behavioural-based because evidence suggests past performance is the best indicator of future performance. When answering behavioural questions, you can use examples taken from experience in your work, study, and/or involvement with community groups using the S-T-A-R (Situation–Task–Action–Result) approach:
  - **Situation**  
What was the situation?  
Provide a brief outline of the specific situation or setting.
  - **Task**  
What did you have to achieve?  
Describe your role and responsibilities.
  - **Action**  
What did you do?  
Consider the steps you took to resolve the situation/problem or complete the task.

○ **Result**

What was the outcome of your actions?

Share what you learnt from the experience and the feedback you received from everyone involved.

## At the interview

The selection panel will provide you with further insight into the role, ask questions and give you the opportunity to ask any too. Here are some other tips for an interview:

- Prepare yourself for different types of interview questions as you may be asked a range of questions besides behavioural ones.
- Provide answers in a clear and concise manner.
- Ensure you listen to what is being asked. Ask your interviewer to repeat or rephrase a question if you need further clarity.
- Watch out for two-part questions and make sure you address both parts in your answer. If you wish, you can ask the interviewer to repeat the question so you can address it fully.
- Avoid yes/no responses and interrupting questions being asked. It is fine to pause if you need to gather your thoughts.
- Show your motivation and interest in the role by asking relevant and thoughtful questions.
- Do not assume the panel members know your skills just because they have read your application or have worked with you previously.
- At the end of the interview, be sure to thank the panel members for their time and for the opportunity.

## Still have questions?

Visit our [Careers Portal](#) or contact the 'Enquires to' person on the advert for the role you are interested in.

We wish you every success with your application!