Introduction

Citizens Advice Bureau recognises the importance and value of a high quality recruitment strategy that aligns with legislation, as well as with Citizens Advice Bureau’s strategic business plans, mission and values. Citizens Advice Bureau will plan strategically to meet the organisation’s requirements for staffing and will conduct recruitment and selection for vacant staff positions that is designed to:

- attract the best possible candidates for the available positions
- ensure all selections are based on merit
- facilitate the professional development of existing staff
- ensure that all legal requirements are met and equal employment opportunity (EEO) principles are applied
- provide the most cost effective way of recruiting and selecting staff.

All staff involved in recruitment and selection processes must be familiar with and adhere to the following:

- The principles of EEO and Anti-discrimination legislation, as outlined in the organisation’s EEO and Anti-discrimination policy
- The workplace agreements and industrial conditions applying to the organisation
- The recruitment and selection policies and procedures outlined below.

Objective

It is the objective of Citizens Advice Bureau to ensure that the recruitment, selection and appointment process successfully establishes a field of eligible people from whom the best available person is selected and appointed. The recruitment policy also seeks to establish a
fair and equitable process free from discrimination and compliant with Citizens Advice Bureau's Equal Employment Opportunity Policy and all relevant legislation.

Policy

It is important that potential employees are sourced from as wide a pool as possible and assessed on demonstrated skills, knowledge, qualifications and abilities as well as the potential for development. All existing employees are encouraged to apply for any position advertised by Citizens Advice Bureau and applications will be assessed according to this procedure.

At all times:
1. an individual’s privacy will be observed by Citizens Advice Bureau; and
2. Citizens Advice Bureau will abide its Equal Employment Opportunity Policy during the recruitment process.

Responsibilities

The recruitment process will be managed by the Chief Executive Officer who will:
- supervise all aspects of the process
- ensure all recruitment and selection principles are followed
- obtain the necessary budget and recruitment approvals
- ensure timely processing and distribution of paperwork
- ensure all applicants are kept informed of the progress of their applications
- provide information about the position to candidates requesting it.

Confidentiality and sensitivity

The recruitment and selection process is subject to confidentiality and information about all applicants must be treated with respect and sensitivity. All details disclosed in applications and during interviews are to remain confidential.

Panel members should also be mindful of potential conflicts of interest and declare any such conflicts where appropriate. Access to information about staff members and applicants is restricted to those with a genuine need to know.

All short listed applicant’s resumes and applications are held securely for a minimum period of 6 months from date of appointment.

Workforce planning

At the commencement of the process, the Chief Executive Officer will:
- review the need for the position to be filled based on the current and future workforce requirements of the work area, available financial resources and relevant workforce planning strategies.
- review the position statement, the key accountabilities, qualifications and the remuneration range.
- review current employment legislation and contractual obligations as employers, so that all relevant laws and contracts are properly taken into account in the recruitment process.
- determine if the position is for a specified target group under anti-Discrimination legislation (e.g. Aboriginal or Torres Strait Islander).
- appoint the convenor of the selection process.
Citizens Advice Bureau of WA Inc.: Recruitment, Selection and appointment of staff

Role of the convenor
The convenor is responsible for ensuring that:
- the selection process is consistent with the values of the organisation, its Code of Ethics and EEO policy
- the process is applied consistently and equitably to all candidates
- the process is based on evidence, is transparent and free from conflict of interest
- all panel members are trained in selection processes
- that all processes are coordinated, including interview, reference checks, contract negotiation and feedback to candidates.

Selection criteria
The Chief Executive Officer will:
- develop short and simple selection criteria that accurately reflect the skills, experience, qualifications and qualities for the role
- identify which criteria are essential and which are desirable
- seek exemption from Anti-Discrimination legislation for specific identified positions
- identify any other selection process to be used (e.g. psychological testing or behavioural interviewing).

Sourcing of candidates
The Chief Executive Officer will:
- determine if the position is to be advertised internally or externally
- determine the budget available for the recruitment and where the position will be advertised
- develop information package for interested applicants including:
  - information about the organisation
  - the position description and selection criteria, selection process and timeframes
  - contact person details and availability to discuss the position
  - list of information required from candidates, including resume, statement addressing the selection criteria, copy of relevant qualifications and referee details.
- ensure that the information package is available in appropriate formats and that any language specific requirements have been considered.

Selection panel
The selection panel will be composed of the Chief Executive Officer, a staff member from the relevant area and may include a member of the Board of Management.

Selection and appointment
The selection panel will:
1. Short list candidates for interview
   - The panel assesses each candidate’s application against the selection criteria.
   - The selection panel ensures that the candidates short-listed have the required skills and experience.
   - The convenor advises those candidates who are ineligible or who have not provided sufficient information to enable the selection panel to assess their suitability.

2. Select the preferred candidate
   - Decide when and where interviews will be held.
   - Decide the format of the interview.
• Conduct each interview in the same way: outline structure of the interview and length, ask the same questions of each candidate, probe as necessary, give candidates the opportunity to ask questions or add information.
• Ensure that the process is conducted confidentially and that all relevant documentation is securely stored.
• Determine the order of merit of the candidates based on the selection criteria.

3. Conduct referee and other checks
• Check the qualifications and work history of the preferred candidate by contacting institutions, previous employers.
• Conduct referee checks for the preferred candidate. Provide information about the role and seek their comment on suitability.
• Applicant is to supply a minimum of two (2) names and preferably the landline telephone contact numbers of recent/current work-related referees. It is the policy of Citizens Advice Bureau that only the referees listed by the applicant will be contacted and that these referees will only be contacted with the express verbal approval of the applicant.
• Conduct police and other required checks – e.g. Working with Children checks.
• Conduct psychological testing or behavioural interviewing if required.

4. Finalising the selection process
• Advise the preferred candidate of their success, subject to police checks, medical checks if required.
• Following the outcome of any checks finalise the employment contract including remuneration, commencement date.
• Contact the unsuccessful candidates by phone if appropriate and confirm by letter.
• Provide feedback to candidates as requested.

Keeping recruitment records
The Chief Executive Officer will:
• keep all the records of the recruitment processes for a minimum of 6 months
• include copies of external and/or internal advertisements, job descriptions, selection criteria and selection processes for each vacancy
• include copies of all applications, records of police, referee and other checks.

Appointment
Prior to commencing work, new staff members will be given:
• a letter confirming the offer of employment
• a copy of their duty statement
• a copy of a job contract, any other conditions of work information and the Fair Work Information Statement
• the Code of Ethics and Conduct.

Newly appointed staff members will be asked to sign the letter of offer, the duty statement and the Code of Ethics and Conduct Agreement. Copies of these documents are then placed on file.

Unsuccessful candidates are advised by telephone of the outcome and a letter of rejection is sent to unsuccessful candidates. If requested feedback is provided to unsuccessful candidates as necessary.
Probationary period
All new staff will serve a probationary period, followed by a performance appraisal, before being confirmed as a permanent employee. The standard period shall be 3 months total of service with the exception of senior management staff where the probationary period will be 6 months.

Casual vacancies
Temporary vacancies in staff positions, filling of positions while a staff member is on leave, and short term work projects requiring additional staff may all be filled as casual vacancies. These positions may be filled by recruiting short term staff or by requesting an existing staff member to move to the position for a period.

Chief Executive Officer is authorised to recruit short term staff for periods of up to 12 months.

Recruitment of temporary and casual staff
The recruitment of temporary and casual staff does not necessitate a formal selection process unless the temporary position is for a period longer than 3 months.

Internal applicants must be eligible to apply for any temporary vacancy that is advertised.

Higher duties
The filling of a temporary vacancy by an existing staff member should be considered where:

- there is an opportunity for development of new skills
- the position is equivalent to or above the staff member’s current position
- the appointment will support continuity within the position.

Chief Executive Officer will have the discretion to determine whether a position should be filled temporarily by offering an existing staff member the opportunity to undertake higher duties. Where a staff member, on the request or approval of the CEO has substantially performed the duties of another staff member for a period of at least one consecutive week, they will be paid a higher duties allowance equal to the difference between their own salary and the salary of the other staff member.

If the CEO position is required to be temporarily filled, the role will be filled alternately by the Volunteer Co-ordinator and the Mediation Co-ordinator.

**DOCUMENTATION**

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<tr>
<th>Documents related to this policy</th>
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<tbody>
<tr>
<td>Related policies</td>
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<tr>
<td>Forms, record keeping or other organisational documents</td>
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</tbody>
</table>

**Reviewing and approving this policy**

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<tr>
<th>Frequency</th>
<th>Person responsible</th>
<th>Approval</th>
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</thead>
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<tr>
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<td>Chief Executive Officer</td>
<td>Board of Management</td>
</tr>
</tbody>
</table>

**INDEXING**

<table>
<thead>
<tr>
<th>Policy review and version tracking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>Search topic/s:</td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Function/s:</td>
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