

QTIC - Employer Help 1. Finding and Selecting Staff

Instruction for Managers

- Complete this checklist and look closely at what you do, make notes on what you can improve
- Don't forget to be in contact with your Association and ask if they have resources to help you
- Most importantly, pop this into your HR Plan for your business

Finding Staff	Tips
Have you a Position Description?	Position descriptions are important to schedule tasks for the job and for staff to easily see what you expect
Are your Position Descriptions up to date?	Jobs change from time to time. If you want your staff to do the job you want them to do, you have to be clear about what you expect.
Are you good employer that people want to come to?	Think about your reputation in your local market. Do you look after your people? Do you pay your bills on time? All of this counts if you are recruiting locally.
Review how you are recruiting staff at the moment.	Where are they coming from? Where are your best applicants coming from?
What other sources can you use to find staff?	<p>Think about your alternatives:</p> <ul style="list-style-type: none"> • Schools, TAFE, Universities • Internet • Newspaper / Trade Magazines • Your network • Current staff – who they know • Suppliers • Clients (did you know that one business gets 60% of their staff – because they were their clients!) • Working in with other businesses and sharing employees • Employment Agencies <p>Don't forget:</p> <ul style="list-style-type: none"> • Mature age • Women • Parents and Carers • People with Disabilities • Indigenous and Multicultural • Job Network <p>If you know of other businesses in your region are also having difficulties, host a focus group and share information and together you may come up with new solutions!</p>
How do I manage paperwork during recruitment?	<p>Make sure applicant information is confidential – and not for everyone to see!</p> <p>Schedule times to do specific tasks i.e. telephone screens, reference checks.</p>
What do you put in your ad?	<p>Do you know what groups of people are available to work in your local area? Do I need to change the shift times or consider job sharing to meet the needs of my local labour market?</p> <p>Be clear about the job role. Check out your draft ad with outsiders, check if the ad is inviting to the people with the qualities and skills that you need in your business. Also check to make sure it is inclusive and not discriminatory. EG: "People of all ages are encouraged to apply". "We are an Equal Opportunity Workplace".</p>
Interviewing Staff	Tips
Do you have an Application Form?	<p>It is important to get as much information about your applicants as possible. Make sure the form includes shift availability – especially if you have shifts that need to be filled.</p> <p>Review how applicants and staff can access the form – if you're not there!</p>
Read the Resume Carefully	<p>Be genuinely interested in your applicants. Review their history and ask them to review their background with you during the interview.</p> <p>Look for gaps and referees.</p>

<p>Short listing Applicants</p>	<p>A good technique is to telephone screen applicants first – to short list applicants who meet your minimum criteria. It also saves a lot of time!</p> <p>Make sure you get back to those who have not been successful – as they may be great for another position or at a later date.</p>
<p>Do you have prepared interview questions that match the Position Description?</p>	<p>What is an interview guide? An interview guide is a standard set of questions for the position available. Your questions should address skills, qualifications, experience – and don't forget – attitude!</p> <p>Being consistent is important. Why? Make sure you ask questions that are relevant to the job and encourage the applicant to want to work with you. So document your interview questions – so you or your staff can conduct a quality interview. Your applicants will be impressed!</p>
<p>Do you check Applicants backgrounds</p>	<p>Reference checks, visa checks and testing is an important part of recruiting staff – even in a tight labour market. So, don't miss this out!</p> <p>Just think, if you have conducted a reference check with a previous employer, you can pick up tips on how to get the best out of your new employee.</p>