

Recruitment

21 September 2021

St John has considered the methods that are currently utilised to recruit and select applicants for different positions contained within the Ambulance Officers'/Paramedics Enterprise Agreement 2018 (Agreement).

There is an opportunity to design more targeted and transparent selection processes that will effectively differentiate between prospective applicants and assess their suitability for a specific role. Ultimately, this will result in a selection process that moves away from primarily relying on the more traditional interview processes to demonstrate an applicant's existing experience and required competencies.

The key objectives will be:

- Selecting the best applicant for the role
- Transparent recruitment processes
- Eliminating biases
- Supporting employee development and career planning

Working Group

St John will facilitate the establishment of a working group to review and amend the existing Country Paramedic Recruitment process (Version 4). It is proposed there be two representatives from UWU and AEAWA, two from Operations and two from Talent Sourcing. A total of eight.

It is proposed the working group will complete the review process and feedback recommendations to the Joint Consultative Committee. While we expect this will take a number of months, to demonstrate our commitment to achieving an improved recruitment process, the following outlines our support for some underpinning principles.

Commitments

St John is committed to review and continuous improvement. Any process adopted must remain flexible and will differ between classifications dependant on the particulars of the position. We acknowledge the feedback received and commit to implementing a process that includes the following:

Assessment Activities

- Multiple assessment tools and activities to provide applicants with the opportunity to demonstrate their skills and aptitude for a position.
- Assessment activities will be weighted based on the identified competencies of the role as determined by St John.
- The weighting for the different activities will be included in the advert.
- Assessment activities and weighting will be made available on Connect to support career planning. These activities and weightings may be subject to change as required.

Selection Panel

- Once an advert has closed St John will establish a selection panel, which will include a Subject Matter Expert (SME) where possible.
- The selection panel will be communicated to all applicants at which time any party can declare a conflict of interest.
- All applicants and selection panel members will be required to sign a Confidentiality Agreement.

Country Recruitment

Specific to country recruitment, St John commit to reviewing the country recruitment process and introducing assessment centre type scenarios/processes which will move the focus away from the interview and presentation. Additionally, feedback on the assessments will be provided.

St John are supportive of a Country Station Manager taking the opportunity to rescind their classification when an Ambulance Paramedic position is vacant at the same country location. This would mean that the Station Manager does not need to apply for the vacant Ambulance Paramedic role at the same country location. This is on the condition that a Station Manager has completed a 2-year period in the role.

St John is committed to continuing the use of psychometric testing in the recruitment process. Should an existing country employee apply for another country position, be it promotion or change in location they will be required to participate in the psychometric testing related to the recruitment process.

Additional Considerations

Preference given to those in a pool or that hold a classification

AEAWA outlined in their promotion proposal that a position should be advertised in the first instance to those officers who currently hold that qualification or are a member of the relevant pool. Dependent on the position a pool may offer an opportunity to directly target a cohort of applicants that have relevant experience; however we consider this needs to be balanced with ensuring recruitment practices do not inadvertently and unfairly limit development opportunities from potentially suitable officers.

We consider there needs to be flexibility to determine whether a role is suitable to be filled by a pool and consideration needs to be given to the specific parameters of a pool. When a pool is advertised it should be clear if the pool is for relief and/or appointment purposes.

The following explores a couple of potential scenarios:

1. Station Managers are provided initial preference for Station Manager vacancies

Based on the proposal from AEAWA, a current Station Manager would be given initial preference to fill any Station Manager vacancies. This means an employee who is not a Station Manager would only be able to apply if the vacancy is not filled by a current Station Manager.

This proposal this will limit access to development opportunities. For example, if a Station Manager position is vacant at a country location, we believe Country Ambulance Paramedics should have equal opportunity to apply for this vacancy.

In this situation, there are a number of employees in different locations and different classifications that may have relevant experience for a Station Manager position.

2. Community Paramedic Relief Pool participants are provided initial preference for Community Paramedic vacancies

Based on the proposal from AEAWA, a current participant of the Community Paramedic Relief Pool would be given initial preference to fill any Community Paramedic vacancies.

This will limit access to development opportunities, specifically those unable to take on ad hoc short term relief opportunities due to family or carer commitments.

Publishing Pools

AEAWA have requested that all pools are published on Connect to ensure transparency.

St John do not support the publishing of employee details on Connect. For various reasons an employee may want to participate in a relief pool privately, without it being published to the workforce.