

Fact sheet - How to nail that application

Metro South Health uses selection criteria to compare the relative merit of each applicant.

Selection criteria's assist to identify the best person for the job by providing a consistent tool to measure applicants against the role and competency requirements so the way you answer criteria can impact on whether you are shortlisted for an interview or not.

Where to start

- When addressing the selection criteria, you need to identify and frame your previous experience to demonstrate the qualities, skills, abilities, knowledge and qualifications (if relevant) the position requires.
- Describe your examples as accomplishments and use measurable outcomes - this provides context.
- Put the most important and relevant accomplishments first.

- Use the same key words that appear in the role description.
- Be outcomes-focussed in your response; what did you do and what difference did you make; what have you achieved and how did you improve or meet targets.
- Use the STAR approach: situation, tasks, actions, results to help frame your response.
- Be careful of your language. It's ok to use keywords but be mindful of jargon or acronyms.
- Be concise, not wordy and be mindful of page limits or specific document requirements, i.e., 2-page response; word document/PDF only.
- Use spell check or ask someone to proof-read your application. If you do this, make sure you 'stop' track changes in the document prior to submitting.
- Talk to the contact officer listed on the role description if you have any questions about the role or need further clarity.

Using the STAR method

Addressing the selection criteria allows employers to see examples of your past actions and behaviour that may be future predictors of how you will act and behave. The STAR method guides you to create an easy-to-follow story with a clear situation and resolution. See the below table describing what each part of the technique means and an applied example:

Situation	Detail the background. Provide a context. Where? When?	<i>In my last role as Team Leader, my team was under-staffed and facing a significant backlog of work. The line managers were setting unrealistic deadlines, which was causing stress for my team and affecting team morale."</i>
Task	Describe the challenge and expectations. What needed to be done? Why?	<i>As a team leader, it was my role to not only ensure my team met our deadlines, but also to communicate with the line managers and other departments and to keep my team motivated.</i>
Action	Elaborate on specific actions/tasks. What did they do? What tools did they use?	<i>Working with the line managers and the departments I negotiated practical and realistic project timeline estimates to set better expectations of work being completed. I also scheduled weekly meetings with key stakeholders to ensure regular updates, discuss any concerns and share progress on my team's capacity and constraints impacting work completion.</i>
Results	Explain the results, accomplishments, recognition, savings etc. Quantify.	<i>By providing the line managers more transparency into my team's processes and setting better expectations, we were able to re-prioritise the team's to-do list and complete everything in our backlog. By implementing regular catch ups, providing transparency of process we were able to shorten our average project timeline by two days.</i>

ICARE² values

