



BE A BOSS: MODULE 6

Advertising, interviewing and offering a job

The learning outcomes of this module are:

- 6.1 Choose your preferred ways to search for workers**
- 6.2 Create your advertising materials**
- 6.3 Design your interview process**
- 6.4 Undertake all the checks and balances**
- 6.5 Create your job offer and Welcome**



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Don't forget!

Make sure you save your work by downloading and saving this PDF to your own computer before you write in it.

Activity 1: Beginning Reflection

Part A: Gathering information

Take time now to gather information that will help you create advertisements and an interview process:

1. From Module 2 Workbook where you outlined what you need in:
 - Paid roles, and
 - Qualities, skills and experience of workers in those roles
2. From Module 4 or 5 Workbook where you:
 - Created a job description (Module 4), or
 - Results you expect from a contractor (Module 5)

Part B: Do you have experience with recruitment?

If so, take time now to record the steps you have taken with recruitment. *For example: first, I told my friends, family and network that I was looking for a new worker. Then, I waited to see if they had any suggestions about people. If they didn't, I created a job ad.*

Activity 2: Where to look for workers

Part A: An example

In Module 2, we used an example of a 'Social Connector' job role in a place called 'Lakesville'. We have used this example again in the table below.

Job title: Social Connector

Qualities, skills and experience I am looking for in someone:

- Has established networks in music and/or creative arts
- Connecting with people comes naturally
- Confident but not overbearing – people like to be around them
- Can drive, and
- Can take initiative

Where to look for someone with these qualities	Examples
Word of mouth, networking	My friend Paul organises gigs. I will ask him for good places to look.
Social media groups	Lakesville Musicians Network on Facebook
Locations	<ul style="list-style-type: none">• The Lakesville arts collective• TAFE• Library
Websites, online platforms, job sites	Lakesvillelocal.com.au - an online guide to local events, restaurants and nightlife
Other	Lots of people still read the local Lakesville Courier newspaper

Part B: Your turn!

Using the table below, think about where you could look for someone with the skills, qualities and experience you want.

Job title:

Qualities, interests, experience I am looking for:

Where to look for someone with these qualities	Examples
Word of mouth, networking	
Social media groups	
Locations	
Websites, online platforms, job sites	
Other	

Activity 3: Creating your advertisement

Part A: Create your advertisement

Using the table below, record or update what you want to put in your advertisement:

Information	Description	What do you want to say?
Job title	<p>What is the job called?</p> <p>You could also include other inviting words that grab people's attention.</p>	<p>For example:</p> <p>Personal Assistant</p> <p>Do you love getting stuff organised?</p>
About you	<p>Express something about you, your values and life.</p> <p>This helps potential workers start to identify with you.</p> <p>If you are doing this on behalf of someone, use first-person language – for example, “I” and “Me”.</p>	
About them	<p>Include information about the qualities, interests and skills of your ideal match.</p> <p>Use second-person language – for example, “you”.</p>	

Information	Description	What do you want to say?
Describe the role	<p>Describe the purpose of the role. For example, “work with me on what I need to do to get a job”.</p> <p>Write 3 short points to describe the role.</p> <p>Use action words. For example, ‘create’, ‘develop’, ‘assist’, ‘own’.</p> <p>Think about the analogy you decided on when thinking about paid roles.</p> <p>Think about the team culture and values work you did.</p> <p>Avoid words that send a disempowering message about the person – for example, “take him to” or “supervise her” or “care for him”. Also avoid too much description of personal care tasks.</p>	
Hours and rate of pay	<p>Provide as much information as you can.</p> <p>It could be very specific hours you need, or a range – for example, 10-14 hours a week.</p> <p>You could state an Award level or a rate of pay.</p>	
Location	<p>Do not give out your home address – instead, give a general location so applicants can decide whether they can get there when you need them.</p>	

Information	Description	What do you want to say?
Experience and qualifications	If you decided you need prior experience or qualifications, you might include something about this.	
Checks needed	Be clear about what checks are needed and if you want referees.	
How to apply and closing date	Do you have a closing date, or is it an open-ended application? What should they do to apply?	

Part B - Other resources to help with advertising

1. ['It must work better than a marriage': personal assistants in social care](#). Article in The Guardian describing roles and relationships when people with disabilities are the employer.
2. [Isaac's recruitment website](#) is an example of how one man advertises.

Activity 4: Doing a first interview

If you're not sure what questions and information to include in a first interview, take a look at the table below.

These kinds of interviews are usually done on the phone, and are then used to create a shortlist of applicants to meet in person.

Use the table to record the information and questions you want included:

Things to include	More information about this	What do you want to say?
Introduction and reason for the call	<p>Briefly introduce the job and what it is about. Think about your vision, values, expectations and team culture.</p> <p>For example, "This isn't a caregiving job. This job is about ..."</p> <p>"You'll be employed by me as part of a team."</p> <p>If the person making the contact is not the person being supported, how can you ensure they are at the forefront of the description?</p>	
Introductory questions	<p>Create two or three introductory questions, such as:</p> <ul style="list-style-type: none"> • What interested you in this job? • Can you describe your previous experience? (If applicable) 	

Things to include	More information about this	What do you want to say?
Questions to assess your minimum requirements	<p>For example:</p> <ul style="list-style-type: none"> • Driver licence • First Aid certificate • Appropriate checks and Visas • Qualifications you need them to have • Their availability <p>Your job description and criteria are very important here: they are a guide to ensure you're assessing applicants based on what you need them to do once in the job.</p>	
Check their understanding of the role and what is expected	<p>You could talk about job requirements and other expectations, and ask for their thoughts. For example, "You will be expected to contact different groups and find activities in my community".</p>	
Invite them to ask questions	<p>This helps to check they have all the information they need and understand expectations.</p>	
Let them know the next steps	<p>What happens next? When will you get back to them?</p>	

If you like this idea of a first interview, is there someone who could help you with this task? If so, who could you ask?

Activity 5: Create your interview

Now it's your turn to create your own interview process.

To get you started, you might like to think about some ideas that Hope shared. Remember also, there are other videos in this module – Jo, Paul's People and others – that talk about how they interview.

If you are creating this process for someone, think about how you will include them in the interview process. Involvement doesn't always mean physical presence. This is also a great opportunity to ask others in your network for their ideas about this.

If you are doing this for the first time, write down how you want your interview to look. **For example: I really like the idea of having two face-to-face interviews before deciding whether to hire someone.**

If you already have an interview process, you could take this opportunity to have a small review. Think of 3 to 5 things you could do to improve your process – especially things that might prevent problems later on:

Activity 6: Create your interview questions

We have talked about the difference between closed and open questions and scenarios:

- Closed questions ask for a Yes, No or other single-word answer
- Open questions ask for more information, and
- Scenarios or examples give people situations they are likely to face, then ask them to discuss what they would do

We have included a big list of questions in this module you can download. You may or may not like some of the questions, but it's up to you whether you use them. They are there to help spark your own ideas.

In this table, we have given you a copy of some of Matthew's questions and scenarios:

Skills, qualities, experience and job requirements we are looking for	Matthew's questions and scenarios
Values and team culture match	<p>When you are looking for work, what sorts of things catch your eye and make you interested to apply?</p> <p>Was there anything in particular that interested you in this position?</p>
Values in action and problem-solving	<p>SCENARIO: Matthew loves swimming and being in water. Imagine you are out with him at his local pool and you notice people staring at him. One person leaves that part of the pool he is in.</p> <p>How would you approach this situation?</p> <p>Follow-up: what do you think about this scenario and why it might be happening?</p>
<p>Ability to deal with challenges</p> <p>Problem-solving ability</p>	<p>I am sure there have been times in your life when you felt very tested or challenged. Could you tell us about one time? How did you react? What did you need to help you through? What did you learn from that experience?</p>

Now it's your turn. Use the table below to create the questions and scenarios that will help you assess the person's skills, qualities and experience:

Applicant's name: Date of interview: Interview summary (once finished):			
What are the skills, qualities, experience and job requirements I am looking for?	A question about this	A scenario	Space to record applicant's responses and my comments

Activity 7:

Checks you need and referee questions

Part A: Checks you need

Take time now to note what checks you need – for example, Police, Working with Children, Visa

Part B: Your referee questions

Take time now to write down the questions you want to ask referees.

You can check the [Fair Work Australia](#) website for additional questions and guides for referees.

Part C: Your welcome

How do you want to make a job offer and welcome the person to your team? **For example:** I'll offer it over the phone, then invite someone to come in to fill out paperwork. It would also be good to organise a team meeting as soon as possible to welcome them.

Activity 8: End Reflection and website links

Part A - Review

What has stood out for you in this module?

Have you:

Chosen the best ways to search for workers?

Created your advertising methods?



Designed your interview process?

Done all checks and balances?

Created your job offer and welcome?

Are there any changes to your recruitment process or actions you want to take?

Do you need help with these actions? If so, who can you ask?

Part B - Other links mentioned in this module

1. [Illegal interview questions](#). Article on the SEEK career website outlining the questions employers have no right to ask in an interview.
2. [The 7 things you wanted answered about illegal interview questions](#). A follow-up article to 'Illegal interview questions' on the SEEK career website that answers more questions.
3. [Fair Work Australia: Templates & guides](#). The Fair Work Australia website provides templates for things like advertisements, letters of engagement, payslips, induction checklists and a whole lot more.
4. [Legal workers – a guide for employers](#). The Department of Home Affairs has created this guide for employers about working Visas in Australia. Employers can use this site to check that non-citizens have the right Visa
5. [Working with Children Check \(Western Australia\)](#)
6. [Pre-employment screening: Working With Children Checks and Police Checks](#). This resource sheet provides an overview of the types of Working with Children Checks and Police Checks across Australia
7. [NDIS Quality and Safeguards Commission](#). This Commission has already started in some parts of Australia, and will come into effect in Western Australia in July 2020. The Commission will regulate NDIS services.