

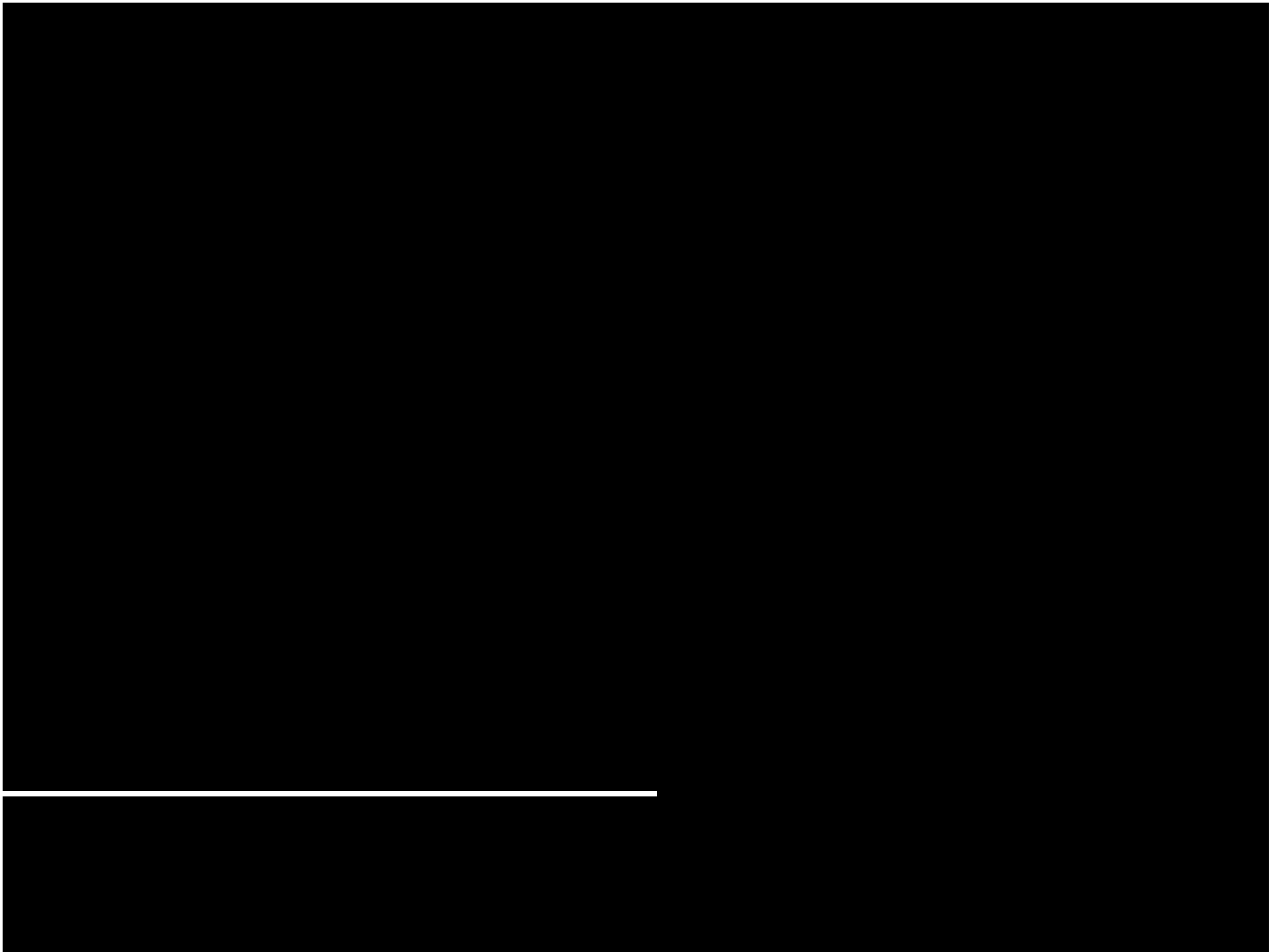
CDAА National Conference

Adelaide 2010

***Five selection criteria response
strategies to help clients make a
difference***

with

Dr Ann Villiers, *Mental Nutritionist*





Why Work with Us?

Benefits & Conditions

Our Culture

» [Make a Difference](#)

Testimonials

Quicklinks

[Using this Site](#)

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Make a Difference

Many employees find that the opportunity to give something back to the community is one of the most rewarding aspects of working for the government.

In workplaces as diverse as agricultural farms to arts centres, hospitals to healthcare centres, libraries to laboratories employees of the Victorian Government make a difference in shaping the future of Victoria.

The satisfaction of seeing the impact of the work you do in the community you live and work in is what has attracted many of our employees to working with, and making a career in government.

To find out what they like about the culture, the benefits that appeal to them and the opportunities that they have taken up to make a difference to the Victorian community go to [Job Testimonials](#).

You'll find additional job profiles for staff on a number of departmental websites.

You too can make a difference!

SEARCH JOBS

Location

Job Function

Search



CANDIDATE LOGIN

username

password

REGISTER

LOGIN

Quick links to jobs in

- [Police](#)
- [Teaching](#)
- [Ambulance](#)
- [Fire](#)
- [Old Local Government](#)
- [Government-owned corporations](#)



Queensland Government jobs and careers

How would you like to ... design towns ... diagnose diseases ... develop software ... teach young people ... protect state parks ... save lives ... construct highways ... investigate crime ... write stories ... influence change ... build communities ...

... make a difference ??

Well, you can! And more!

Queensland Government offers challenging and rewarding jobs and careers that make a difference to the lives of Queenslanders.

We have over 150,000 jobs in hundreds of locations in Queensland, in Australia and overseas.

[Search](#) our jobs board where new jobs are listed daily or set up a job alert to receive emails of jobs matching your criteria as soon as they are advertised.

Check out our [My SmartJob account service](#) where you can set up job alert emails, apply for jobs online, manage your application history and update your contact details.

It's free to join so [register](#) for an account today!

Join Queensland's largest employer - it could be the start of your smart career!

[Executive/senior jobs](#)[Quick search](#)**Location****Category****Keywords (optional)** [Search](#)[Advanced search](#)[My SmartJob](#) [LOGON](#)[Skilled job vacancies with Government-owned corporations](#)

Smart job, smart state, smart move.



Australian Government
Medicare Australia

**Join the agency that is
making a real difference**

Medicare Australia is an Australian government agency that operates within the Human Services portfolio and plays an integral role in the Australian health sector.

Senior Data Architect
(PN Ref: C4951)
Executive Level 2

\$101,277 - \$116,526

As a **Senior Data Architect** you will develop, maintain and provide expertise in relation to the data architecture to support Medicare Australia's business applications. To be successful in this role you will have extensive experience in data architectural work, preferably within a large and complex environment and experience developing policies, standards and procedures for the usage and management of data assets.

Contact: Thanh Nguyen on (02) 6124 6945

For further information, visit

www.medicareaustralia.gov.au/careers



adcorp23317

One APS career... thousands of opportunities



Australian Government
Department of Human Services



Want to make a difference?

We are looking for motivated individuals to succeed in a number of roles across the **Department of Human Services (DHS)**, which includes the **Child Support Agency (CSA)**. CRS Australia is also part of DHS.

DHS has a crucial role in influencing the strategic focus and co-ordination of service delivery for Australians into the future. In doing this, DHS works with Centrelink, Medicare and Australian Hearing.

The Child Support Agency provides separated and separating parents with tools, support, service options and assistance they need to transfer child support for the benefit of their children.

Director

Executive Level 2
\$93,303 to \$112,008 (plus generous super)
Property and Accommodation
Operations Branch
PN 1051525

The Director of Property and Accommodation will:

- Lead the sourcing of, negotiations for and management of the Department of Human Services' property portfolio,
- Lead the provision of office and facilities support services for Department of Human Services, and
- Provide strategic policy advice to the Department of Human Services Executive on property issues.

Assistant Director

Executive Level 1
\$82,643 to \$89,241 (plus generous super)
Property and Accommodation
Operations Branch
PN 1058375

The Assistant Director or Property and Accommodation will assist the Director to:

- Lead the sourcing of, negotiations for and management of the Department of Human Services' property portfolio,
- Lead the provision of office and facilities support services for Department of Human Services, and
- Provide strategic policy advice to the DHS Executive on property issues.

To apply

Go to www.dhs.gov.au/dhs/careers.html or telephone **1800 054 226** for more information and apply. Please quote the relevant position number (PN).

Applications close at 5pm on Thursday, 16 July 2009.

CHILD SUPPORT AGENCY

Directors

Executive Level 2
\$93,303 to \$112,008 (plus generous super)
National Service Delivery
Direct Complaints Network
PN 1047776

The Director of the Direct Complaints Network is responsible for the provision of a national Handling Service in the Child Support Agency (CSA) with a focus on the management of Complaints Service and the provision of Feedback/Reports to business partners. The Director has a significant leadership role to ensure that the responsibility delivers a level of quality service which consistently meets business and standards.

National Service Delivery
Strategic Stakeholder Unit
PN 1058686

The Director of the Strategic Stakeholder Unit is responsible for the provision of a national Handling Service in the Child Support Agency with a focus on ministerial correspondence, made to external scrutineers, compliance & privacy compliance across the program. The Director has a significant leadership role to ensure that the responsibility delivers a level of quality service which consistently meets business and standards.

One APS Career...
 Thousands of Opportunities

Workplace factors driving employee engagement

Source: *State of the Service Report 2008-09*, APSC

<http://www.apsc.gov.au/stateoftheservice/0809/index.html>

Fourth factor of 14 – Intrinsic rewards

- Having a sense of personal accomplishment
- Promoting Australia's interests and the public good
- Contributing to making a difference.

1. Making a difference

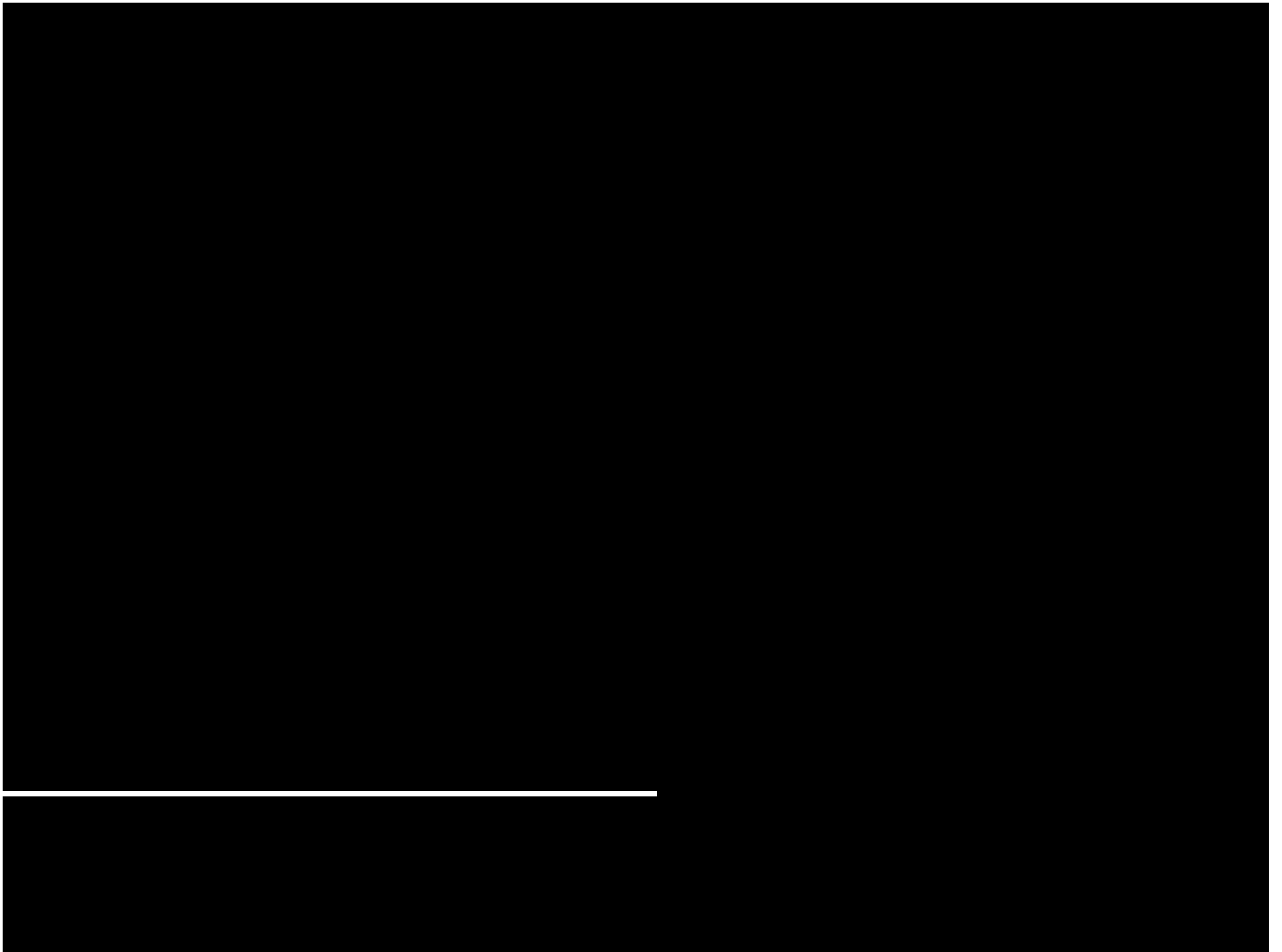
Position clients to:

- think about what meaning they want to gain from their work
- identify how they will be expected to make a difference in a job
- be able to talk the language of making a difference

1. Making a difference

Questions to ask clients:

- How do you want to be making a difference in your work?
- What difference will you be expected to make?
- Who will you make a difference to/with/for?
- How are you expected to make a difference?
- What will you be contributing to?



2. Context focus

- Where: branch, section
- Why: results
- Who: people
- What: duties
- How: criteria

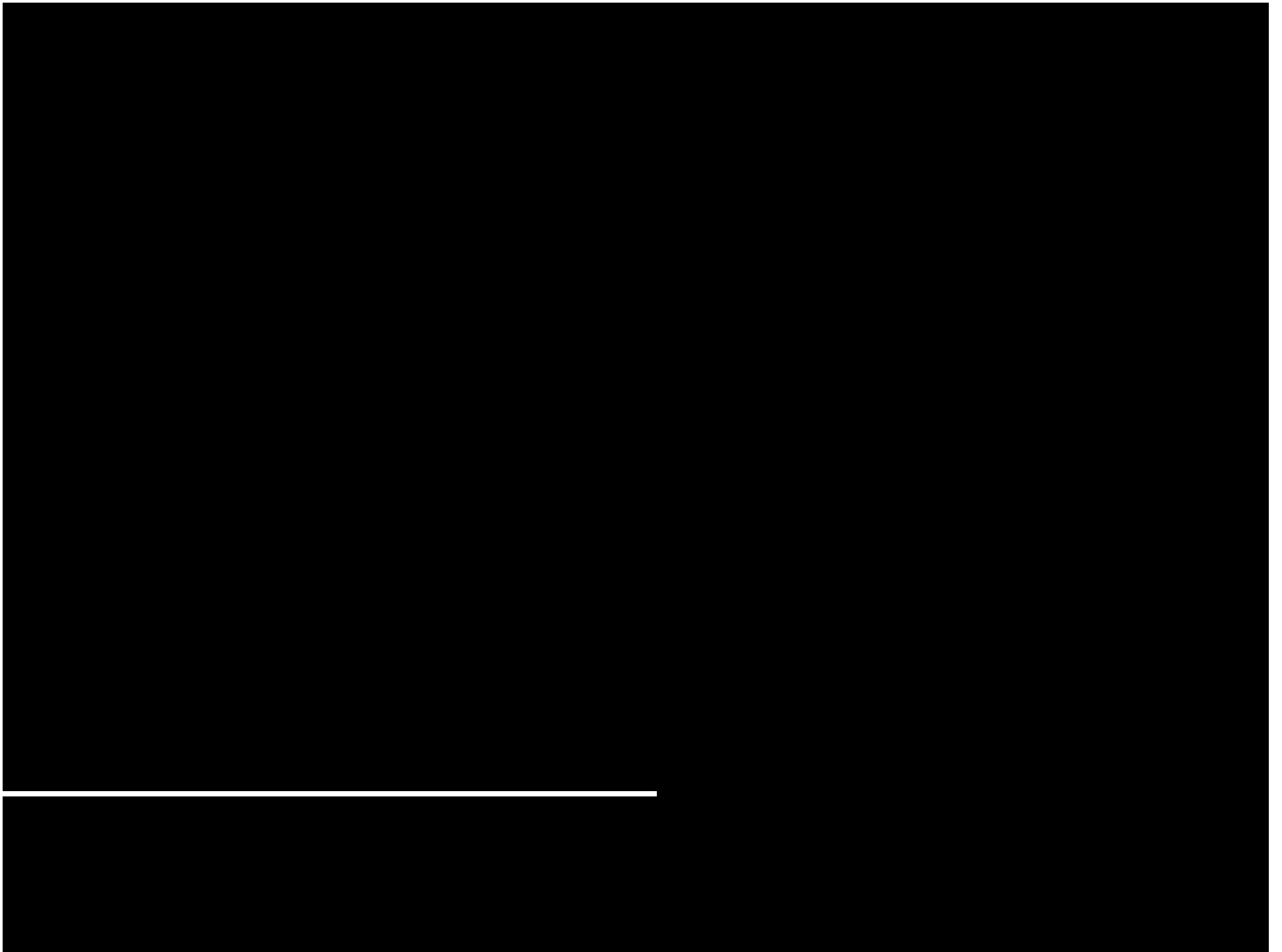
- What: duties
- Why: results

Strategic Thinking

- Goals
- Issues

Achieves results

- What is produced
- Impact
- Contribution



3. Capability frameworks

A capability framework is a list of the broad skills and attributes that an organisation has identified as being needed by staff in order to do their work.

They can include behavioural descriptors for particular job classifications.

3. Capability frameworks

Example: The Integrated Leadership System,
www.apsc.gov.au/ils

5 capabilities:

- Shapes strategic thinking
- Achieves results
- Cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates within influence.

3. Capability frameworks

Each main capability has a cluster of capabilities, with supporting behavioural indicators.

Example: *Cultivates productive working relationships*

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, mentors and develops people.

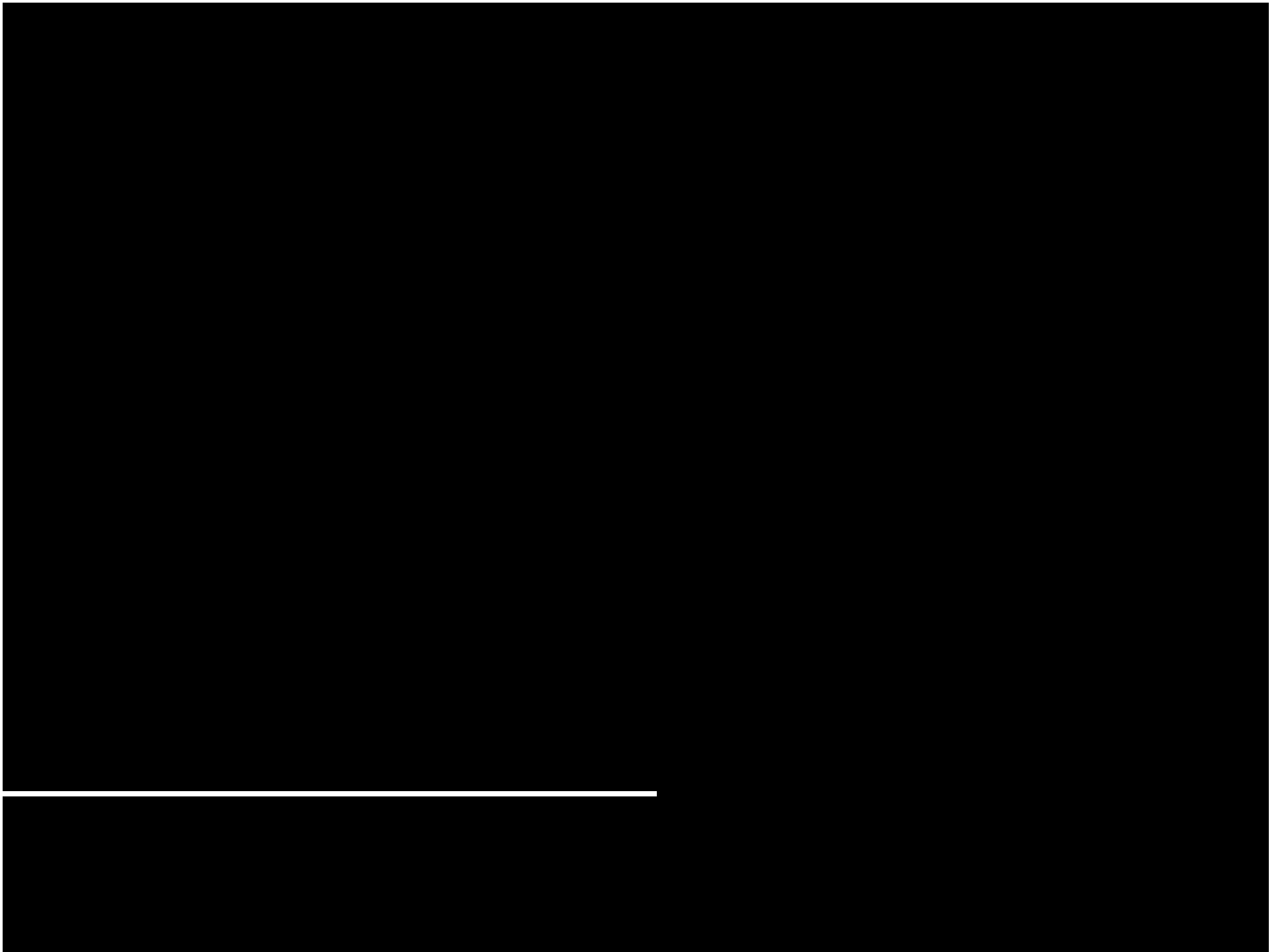


**Help clients
understand
how jobs
change with
seniority**

3. Capability frameworks

As you climb the mountain life becomes more complex:

- Expanding breadth of responsibility.
- Expanding breadth of contact.
- Expanding breadth of impact.
- Increasing future focus.
- More uncertainty, risk, discretion.





**What is your
ripple effect?**

4. Results focus

Activity

Results



Outputs

Outcomes

4. Results focus

The language of results

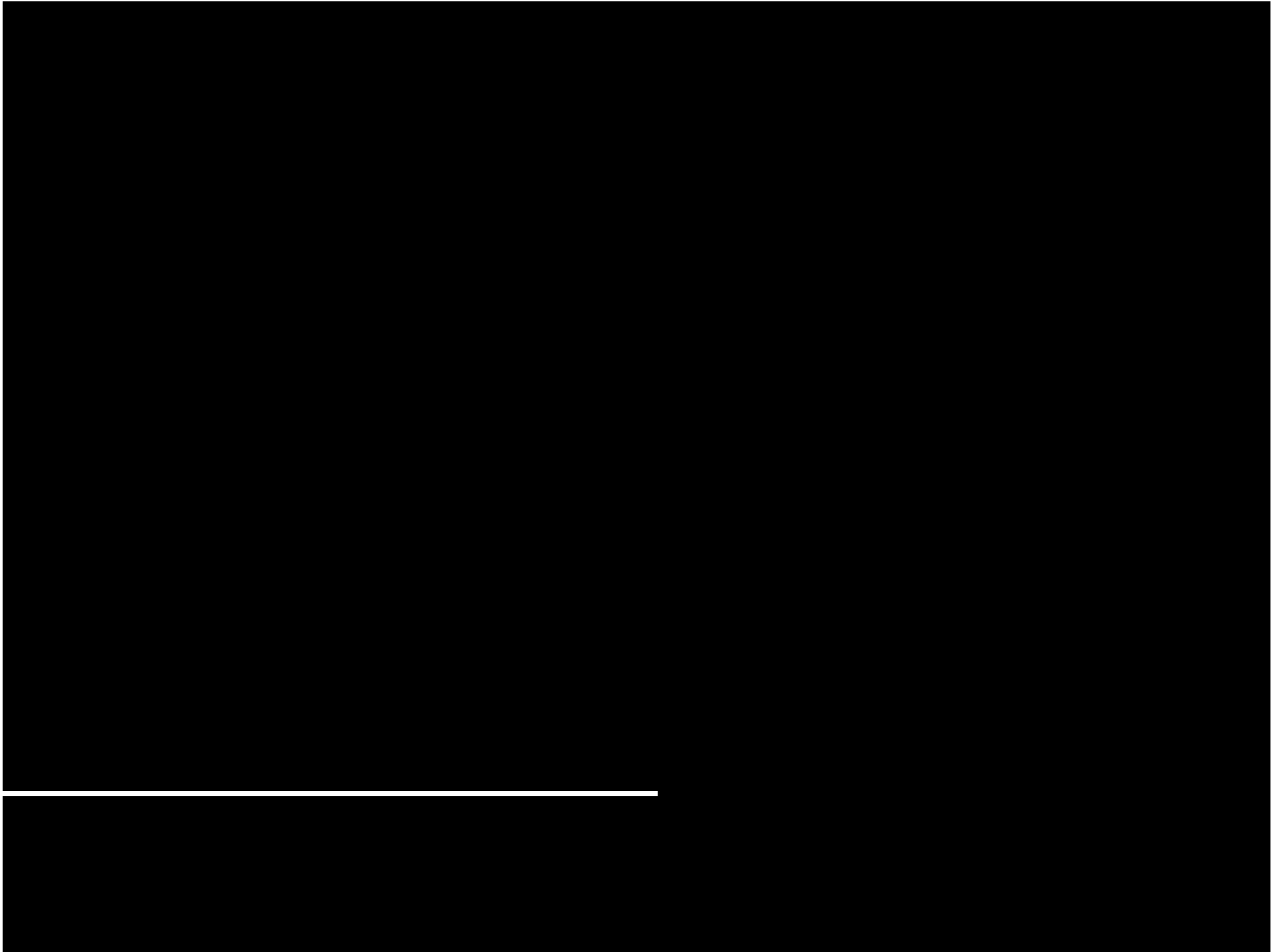
Activities: how work is carried out e.g. negotiating, inspecting, consulting

Outputs: deliverables, goods and services produced e.g. reports, cheques, advice, payments

Outcomes: consequences of work undertaken, flow-on effects. May be immediate, intermediate, final; direct or indirect; intended or unintended

Activity or result?

- Organised people to work together
- Completed a project
- Decreased the number of errors by 30%
- Initiated a team building program



5. Strategic thinking

Supports strategic direction: \$50K

- Recognises how own work contributes to the achievement of goals.
- Understands own work environment.
- Informs supervisor of potential issues.
- Keeps self & others informed of work progress.
- Participates in decision making.
- Suggests improvements.
- Identifies issues that could impact on work.

Shapes strategic direction: \$112K

- Translates strategy into operational goals.
- Creates a shared sense of purpose.
- Understands links between unit, organisation & whole of government agenda.
- Anticipates priorities.
- Develops long-term plans.
- Distils core issues from complex information.
- Identifies risks, anticipates problems.
- Generates innovative alternatives.

Examples of what is asked for:

Contributes to strategic direction

Dept of Immigration & Citizenship, APS 3

Provide an example that demonstrates your ability to contribute to a good outcome by developing practical solutions to problems. In your answer ensure you address the following:

What was the situation? What were you working on?

What problems did you encounter? What solution did you develop in order to solve the problem? Were you successful in this?

Examples of what is asked for:

Shapes strategic direction

Dept of Immigration & Citizenship, IT EL 2 (350 words)

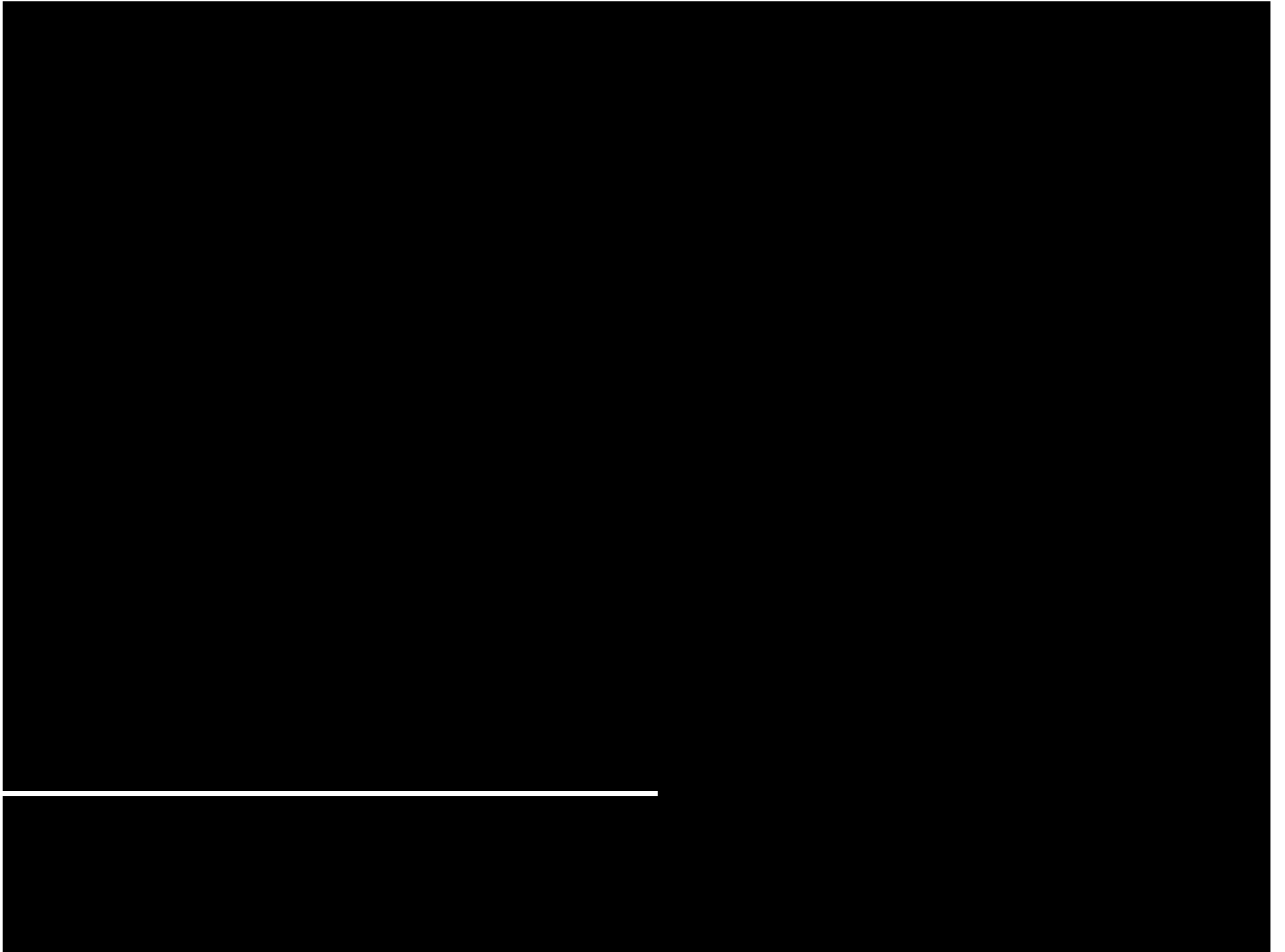
Give us an example that demonstrates your capacity to investigate and follow up an opportunity for process improvement.

Examples of what is asked for:

Contributes to strategic thinking and achieves results

Dept. Of Health and Ageing, APS 6

Describe a recent achievement, project or task that you played a major role in, and which had to be completed within a demanding deadline. Describe some of the strategic decisions you took to ensure the deadline and the objectives were both met.

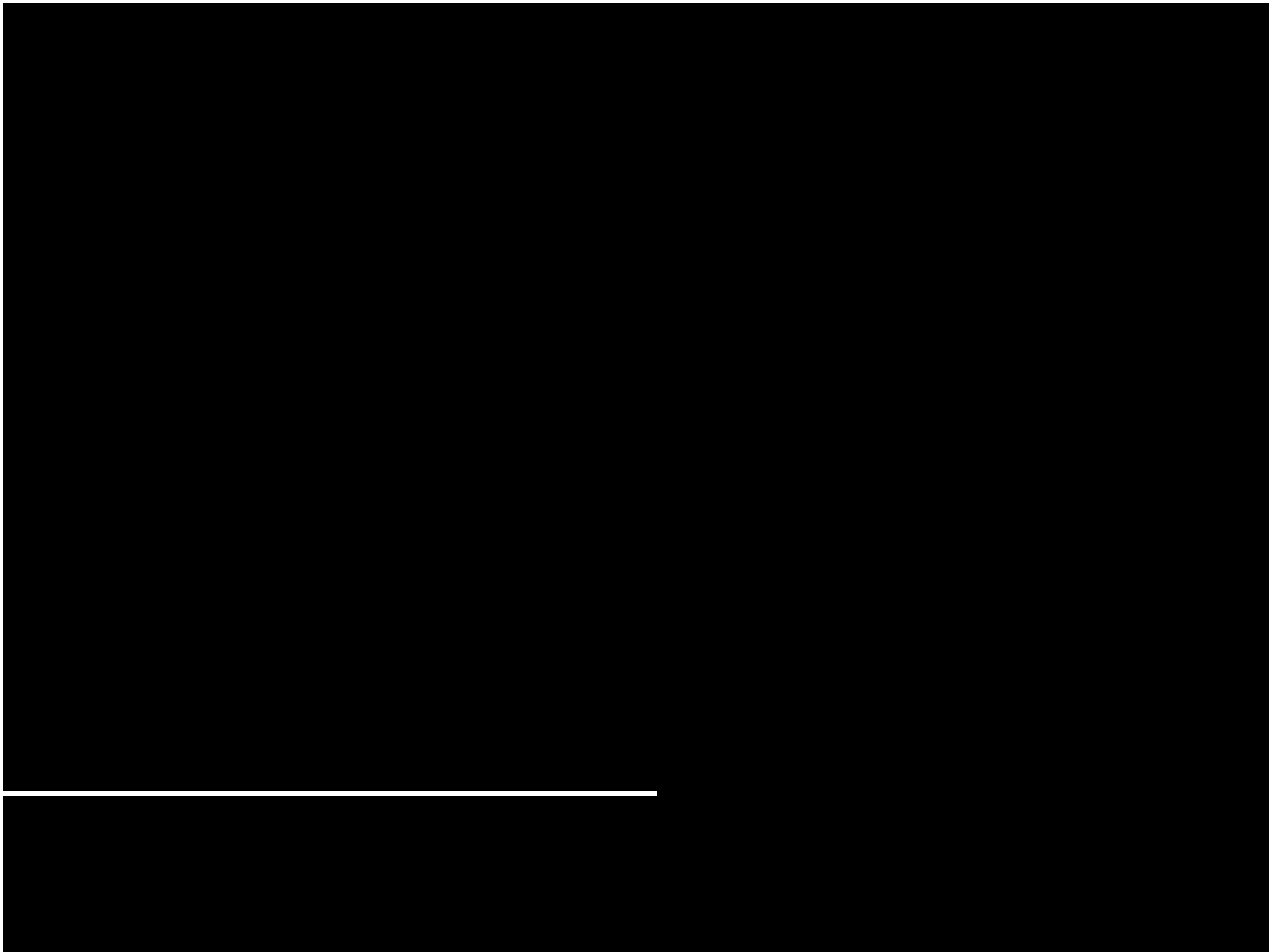




**Applications
can all look
much the
same**



**Help your clients to
stand out from the
crowd**



CDAA Code of Ethics

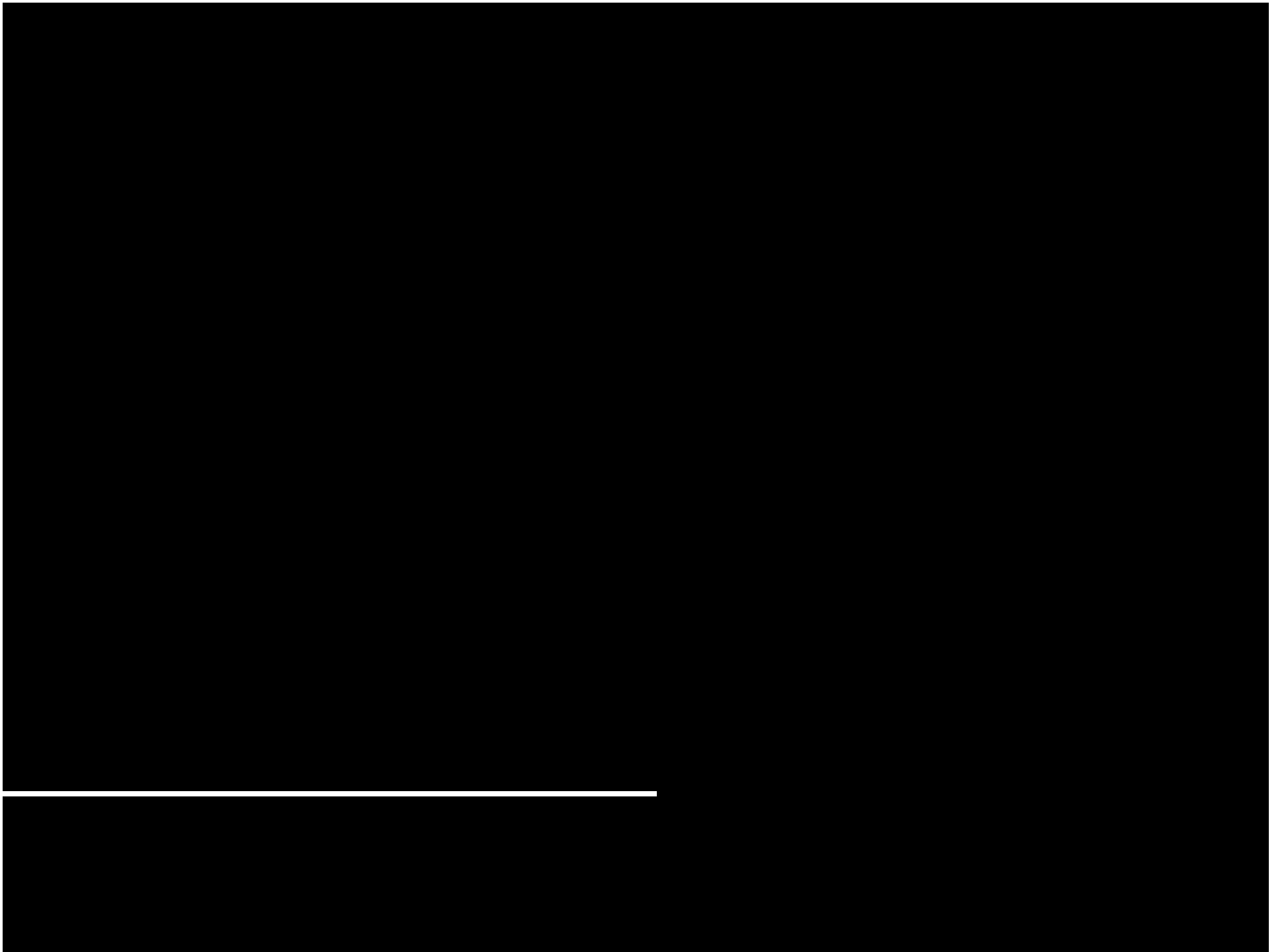
Covers ethical principles for:

- Professional competency and conduct
- Career development practitioner-client relationships
 - Equity and diversity
 - Confidentiality, disclosure and informed consent
 - Scope of practice
- Professional relationships

Real-life ethical dilemmas for career development practitioners (CDP)

6 Cases:

- Identify the issues a CDP needs to consider.
- What is your response as to how you would handle the situation?
- Is it a clear-cut situation – ‘yes/no’?
- If it’s a ‘depends’ response – what needs to be considered?
- Are there behaviours which are definitely unethical?



And there's more:

- Chat with me at this conference
- Send an email:
avilliers@mentálnutrition.com
- Share your business card - ethics

Resources for this workshop:

Obtain the handout and these slides at:

[www.selectioncriteria.com.au/
a-CDAAConference2010.html](http://www.selectioncriteria.com.au/a-CDAAConference2010.html)

