

Corporate Services Transformation Non-Executive Transition

Fact Sheet: Mobility Reassignment Opportunity Process & Mobility Pathway

September 2017

Steps for starting in the Mobility Pathway

When employees enter the pathway, a series of activities must take place before the matching process can begin.

These activities have been designed to ensure employees become available for matching as quickly and efficiently as possible. It is important that employees are available to attend all the required sessions in order to set themselves up for success and get the most out of the pathway.

While we appreciate that Mobility-related activities may create operational inconveniences for some teams however it is expected that line managers support employees to accommodate their full participation.

1. Pathway Referral

Once HR has confirmed an employee's entry into the pathway, the line manager will be notified and asked to hold a discussion with the employee to broadly explain the process, respond to any questions, and confirm any planned leave. Line managers should inform HR of any leave arrangements in order to manage scheduling of the activities required.

HR then liaises with the external provider, INS, and provides written confirmation to the employee of their commencement in the pathway, including tentative dates for workshops where possible. These dates will be confirmed by INS to employees and their managers once the final schedule is completed for each assessment group. Generally the workshops will take place approximately 2 to 3 weeks after an employee is referred to the pathway.

INS will allocate employees to assessment groups, based on grade and job family, and will assign each employee a Career Placement Officer (CPO). The CPO will then arrange a one-on-one meeting or phone call with employee (approximately 90 minutes) to discuss the pathway in detail, review capabilities and experience, and confirm the role types that the employee can be matched to.

2. Pathway Preparation

At this stage, employees will participate in a series of workshops to ready themselves for matching to a new role. The workshops required may vary, depending on each individual's circumstances (for example, many employees will not need to attend a CV workshop if they have already done so as part of the CST process – this will be determined in discussion with the CPO). Employees will be advised by their CPO, and in writing, of the session times for their assessment group.

The CV Workshop is a full-day face-to-face session to help employees create an effective capability-based resume, as this will be used by hiring managers in assessing suitability for interview. Employees should bring their current resume and copies of current and previous role descriptions.

The Interview Workshop is also a full-day face-to-face session and is focused on responding to targeted questions and developing interview skills. This will help employees apply for roles and provide an opportunity to practice answering interview questions.

The Assessment Workshop is a half-day face-to-face session during which employees will prepare for the type of work-based assessment that they will complete in their actual assessment.

3. Assessments

Once workshops are complete, employees will undertake their work-based assessments. This will take a maximum of half a day and will need to be completed face-to-face.

By completing their CV and work-based assessments ahead of the matching stage, employees are then in a good position to be matched and assigned to a suitable role. CVs and assessment will be able to be supplied to hiring managers across the sector as soon as vacant roles come into the pathway.

4. Matching

Once these activities are completed, the employee is ready for matching. At this stage, INS will receive daily information about new roles in the public sector. These are filtered through the pathway before being made available for broader recruitment, and CPOs proactively identify potential matches as they arise. Only non-frontline roles are available to be matched through the Mobility Pathway.

When a potential match is identified, the CPO will liaise with the employee and with the hiring manager so that the employee can be considered for the role. This includes scheduling any interviews required. Reference checks may also be required before an offer is made.

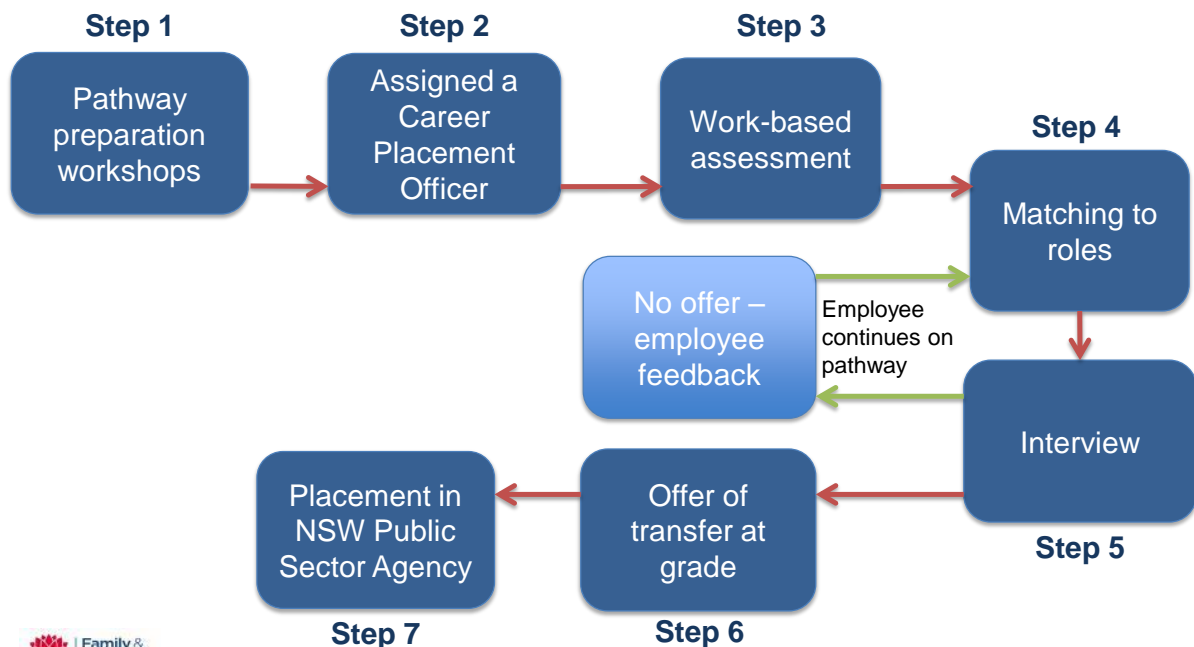
If an employee is offered a role via the pathway, the commencement date will be agreed between the employee’s current and future line manager, with consideration given to the operational needs of both teams.

More Information and Enquiries

Further information is available via the [Working Together website](#), which is regularly updated.

Employees who have questions about the preparatory workshops and assessment process should contact their CPO directly. All other enquiries about the pathway can be addressed to NDISWorkforceMobilityPathwayUnit@fac.s.nsw.gov.au.

Mobility Pathway process



Mobility Pathway Frequently Asked Questions

How long will I stay in the Mobility Pathway?

You will remain in the pathway until you are assigned to a suitable role, or until the funding for your current role with FACS ends. Only if employment pathways are exhausted would employees be declared excess and offered a redundancy under the DPC 'Managing Excess Employees' policy.

Can I nominate particular government departments I'd like to work in?

You can identify your personal preferences, including departments, during your initial and ongoing discussions with your Career Placement Officer (CPO). These will be taken into account as your CPO identifies potential matches; however, you may still be matched to roles in different departments.

For generic role types (such as Project Officer), is consideration given to an individual's strengths within that role during the matching process (for example, numerical skills, or language/writing skills)?

Yes. Your CPO will discuss your particular skills and capabilities with you to optimise the matching process.

What support is provided to staff who are looking for a change of role, either in an area they have previously worked in or in areas they would like more exposure to?

The matching process will take into account all of your skills, capabilities and work experience, focusing on your current grade. If you have had previous experience in another area, and wish to return to that area, you should inform your CPO as part of your initial and ongoing conversations with them. However, it is not within the scope of the mobility pathway to provide either promotion or career change opportunities.

How does my CPO identify suitable roles that become available in the pathway?

Information from across the NSW public sector about roles available for matching is provided to INS by the DPC on a daily basis (usually first thing in the morning). This data captures vacancies before they are advertised on the 'I Work for NSW' website.

I've worked in more than one role type. Can I be considered for roles in more than one classification?

Yes, your CPO will discuss your work history with you in detail to gain a comprehensive understanding of the full range of your skills, experience and capabilities. Although you will only undertake the assessment process for one role type (to be determined in discussion with your CPO), the CPO will identify as many opportunities as possible to maximise your opportunities for matching.

Can I update my CV if I acquire new skills or experience while I am in the pathway?

Yes. You will be in regular contact with your CPO during your time in the pathway and you are encouraged to keep them informed of any new training or experience during this time so that it can be taken into account during the matching process.

Can I be matched to a role below my current grade and salary?

In accordance with Part 6 of the GSE Rules, unless an employee agrees to a transfer at a lower level, a transfer will only be at the same or equivalent grade or level. The salary of an employee who is transferred will not be reduced without the approval of the employee.

If you wish to be considered for a role at a lower grade/salary, you should discuss this with your CPO.

Can I opt out of the pathway and take a redundancy?

No, employees who are eligible for the pathway are expected to participate fully. Our external provider (INS) is resourced to accommodate all eligible employees with the goal of maximising alternative employment opportunities and retaining valued experience in the sector as far as possible.

If you do not fully participate in the pathway, you will not be eligible for a redundancy when the funding for your role with FACS ends.

Is my work location taken into account?

Yes, your current location is part of the consideration for matching with available roles, along with your grade and role capabilities.

You may be offered a role based in a different location to your present workplace, but the new role would not involve an unreasonable increase in your journey to work, unless this has been an employee-initiated request.

As employment circumstances and travel arrangements vary (for example, between metro and regional locations) what is considered to be 'reasonable' is considered on a case-by-case basis to ensure each employee's personal circumstances are taken into account.

If you have specific concerns about your particular circumstances, you should discuss these with your CPO

Can I decline an offer of a role?

If you are offered a suitable role via the pathway, you are expected to accept it.

If you wish to decline a role because you believe it isn't a suitable match, you can request a review. Then:

- If the review finds that the role is unsuitable, you will continue in the pathway and can be matched to another role.
- If the review finds that the role is suitable, you will be asked to reconsider the offer.
 - If you accept the offer, you will be transferred to the new role at grade.
 - If you decline the offer, you can continue working in your existing role until the role is no longer required by FACS, however you will not be eligible for a redundancy payment.

Can I decline a role because it is a time-limited role?

No. A preference for an ongoing role is not considered grounds for declining. If you are assigned to a time-limited role, this does not change your employment status and you will remain an ongoing employee.

If I transfer to a role in a different agency, will my employee benefits also transfer with me?

Yes, all statutory benefits, entitlements and service will be transferred as you will remain an employee of the NSW Public Service. However, any outstanding accumulated flex hours must be taken prior to your last day on duty in FACS or those hours will be lost.

Can I reschedule my workshops and work-based assessment?

Only in exceptional circumstances would you be permitted to reschedule your workshops and work-based assessment. These activities are carefully scheduled so that employees in similar roles can be grouped together to provide targeted content relevant to your grade and role. It is therefore important that your manager is aware of any planned leave you have prior to these activities being scheduled, as you are expected to be available to attend them.

If I am currently on a Temporary 'Above Level Assignment' (TAA) can I participate in the workshops at the higher grade?

The workshops are sometimes organised in joint sessions with mixed grades (e.g. Clerk Grade 1/2 combined with Clerk Grade 3/4, or Clerk Grade 9/10 combined with Clerk Grade 11/12, etc.). If this applies to you, please let the organisers know when you enrol.

I have previous experience working in a frontline role in FACS. When I enter the mobility pathway, can I be matched to vacancies in FACS frontline roles that are in line with my experience?

Front line roles are not included in the mobility pathway process because they require a capability assessment and are generally advertised via a rolling recruitment process. However, if you have previous front line experience and are interested in a frontline role, you can discuss with your CPO who will refer your request to the HR Reform Team or alternatively, you can email at NDISworkforcemobilitypathwayunit@facs.nsw.gov.au for consideration on a 'case by case' basis.

Mobility Reassignment Opportunities (MRO)

The MRO program was created to make vacancies available to employees who are eligible for (but have not yet entered) the Mobility Pathway to ensure these opportunities are not missed.

If a non-frontline vacancy is not filled by a FACS employee on redeployment or via the pathway, it will not proceed to general recruitment before being offered (at grade) to employees who have not yet reached the matching stage of the pathway. These employees will be contacted directly by email as opportunities arise and can indicate their interest by replying with a copy of their CV.

All employees eligible for MRO will be contacted each time an opportunity at grade becomes available. MRO roles include ongoing roles and time-limited roles that are 12 months or longer. Time-limited roles of less than 12 months duration are not part of this process, but these opportunities will be made available on the [FACS internal job board](#). Employees are encouraged to apply.

Please note, when an employee enters the Mobility Pathway, they will remain on the mailing list for MRO vacancies until they have completed the preparation and assessment stages of the pathway and are therefore ready for the matching stage. At this point, the employee can be considered for the vacancy via the pathway before it proceeds to the MRO process.

Participation in the MRO process is optional and employees should make their own decision as to whether a role type and location suits their circumstances.

How does the MRO process work?

The Recruitment team will send emails directly to eligible employees as ongoing vacancies arise. The employees will be provided with information about the role and asked to register their interest via email. To register interest, employees will need to provide an up to date CV.

The Recruitment team will review CVs and provide to the hiring manager for further consideration.

What are the assessment requirements to re-assign an employee at grade?

Re-assignment at grade to a role with similar or same focus capabilities can be made through a suitability assessment. A suitability assessment is the process of assessing an individual against the pre-established standards for a role or role type (and not against other persons).

The process includes:

- Pre-screening for essential requirements such as a qualification or licence;
- A resume review;
- At least two capability-based assessments, one of which is an interview; and
- Referee checks against the pre-established standards for the role or role type.

The suitability assessment can be undertaken by a single assessor who should take into consideration the results of all phases of the process.

What is the purpose of the meet and greet as part of a suitability assessment?

The purpose of the meet and greet is to further explore if the employee is the right fit for the team. While there is no set assessment process, the Hiring Manager should be satisfied that the employee has demonstrated the focus capabilities required for the role and at the required level as demonstrated by their CV or in their current or previous role/s.

Are any pre-employment screening checks required?

Yes. If the hiring manager identifies a suitable match for their role through the MRO process, the Recruitment team will assist in finalising the reassignment process. Reference checks may be completed as well as a PCEP check. The Recruitment team will provide written confirmation to the employee of their reassignment, and guide the hiring manager through the required steps to complete the PCR in SAP.

Are all vacancies subject to the MRO process?

All non-frontline ongoing vacancies are subject to employee matching in priority 1 and 2 before proceeding to other options for filling. Temporary vacancies will be considered on a case-by-case basis depending on the length of the vacancy.

If after considering employees for priority 1 and 2, the Hiring Manager is unable to find someone who has the right skills and capabilities for the role, the request can proceed.

If the request proceeds, the Recruitment team will create a Taleo requisition on behalf of the hiring manager and process the request as normal.

Are there roles within FACS that are exempt from the priority order of filling?

Caseworker, Disability Support Worker roles are exempt and the standard rolling recruitment approach continues to apply to these roles.

Where can I go for further information?

Please visit the Recruitment pages on the FACS intranet, or contact the Recruitment team on 9765 3833 or at RequisitionRequests@facs.nsw.gov.au.