



Australian Government

Job Access

Driving disability employment

Job analysis and customisation

Tailor roles to match a candidate and or employee's skills and capabilities.



Acknowledgement of Country

We acknowledge the traditional custodians of Australia and the lands upon which we live and work and pay our respects to Elders past and present. We also acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples.

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Overview

Whether you are recruiting a new employee or supporting a current one, both job analysis and job carving can help you attract, retain and progress the careers of employees – including those with disability.

Job analysis

Job analysis can help you determine whether a specific job is suitable for a particular candidate and where a workplace adjustment may be required.

A job analysis helps:

- Break a job position into tasks
- Identify the inherent requirements
- Demonstrate what the candidate can do
- Identify aspects of the job where support or adjustments may be needed
- Facilitate solutions for any part of the job that a candidate is unable to perform

Job customisation

Job customisation, also known as job carving or job re-design, is a consideration you can make if you find the ‘right person for the job’ that can meet most of the inherent requirements of a job. It can include reallocating some tasks to other team members if the candidate or employee is unable to perform them. Or splitting a full-time job into two part-time jobs and allocating tasks to each employee based on their strengths, skills and capabilities.

Benefits

Benefits for the employee

- Best job match
- Tailored work environment (setting up for success)
- Individualised concentration on most skilled areas of employee
- Can help find meaningful work especially for those who live with disability

Benefits for the employer

- Tailored roles that may need restructuring to suit changing business needs
- Get candidates that best fit the role, as they were created specifically for them
- Focus on one or two skill sets where the business needs concentrated effort. For example, urgent data entry or record maintenance
- Fewer unqualified vacancies that don’t get filled
- Rather than a one-size-fits-all approach, employers can tap into a broader talent pool

How does this work in practice?

A library worker may be required to hold a valid driver's licence so that they can travel to any required library location and open the doors. However, if 90 per cent of their job has nothing to do with these requirements, is it worth losing a capable candidate or employee when a facility personnel may be able to complete this task?

Using a different scenario, if you had a sales role that involved driving and you had the perfect candidate. However, they could not drive due to their disability. In this instance, you could consider splitting the role and tasks into two. You could hire someone to do the sales/driving component of the role and have the other person do the remaining sales/admin-based tasks from the office where they wouldn't need to drive.

Alternatively, the company could consider reimbursing (fully or partially) the person to travel for work using public transport or taxi. Being open to customising a job or finding alternative solutions can help you find and keep the right person for the job.

Support is available.

- [JobAccess](#) can help with any questions around workplace adjustments.
- A [Inclusive Employment Australia provider](#) can present you with skills of a candidate so you work together to utilise those skills within the organisation.

Workplace adjustments

Workplace adjustments, also known as reasonable adjustments, can help get your workplace ready and support an employee with disability to work productively or safely.

Not all employees with disability will require adjustments. But if they do, JobAccess can support you with coordinating and funding [workplace adjustments, support and training](#). Our team help manage the process from start to finish. This includes arranging a free workplace assessment, if required.

We recommend that employers ask candidates if they need workplace adjustments during the application and interview process.

Check out the '[workplace modifications](#)' section of the [JobAccess Employer Toolkit](#) and the [Conversation Guide for workplace adjustments](#) for tips and advice.

Job analysis template

This template is designed to provide an overview of common physical, environmental and interpersonal expectations of a broad range of roles. It can assist in the job matching process.

The more detailed the nature of the information provided to potential candidates, the stronger the job match is likely to be. The list below is not exhaustive and is provided as a guide only.

Job title	Enter Job Title here
Hours	Be specific about working hours. For example, the customer service desk may be open from 8.00 am to 7.00 pm with three shifts, with shift timings listed. Advertise as a full-time or part-time.
Location	Include the suburb and city. Consider including photos of the actual location, such as office space with facilities, plant warehouse, etc. Are hybrid or remote working arrangements possible within this role? Consider whether the person needs to come into the office to perform the job.

Job description – what is the role?

A job description provides an overview of the overall objectives and responsibilities of the job, key tasks and daily routines.

A well written job advertisement produces a realistic picture of a job and answers the question to the reader, “What does the person in this role do and am I qualified to do it?”

Also, include any certificates, qualifications or tickets (such as a forklift licence, white and blue cards for construction, etc.) that are required for the role, if applicable.

Complete this Job Analysis table to break down requirements for roles when developing position descriptions.

This table is an example for carrying out a job analysis, where you can list each detail of the tasks to be carried out.

For instance, for the role of a council gardener, an example of using high force would be:

- Operating the rotary tiller
- Using a shovel, spade, garden fork, pick or mattock
- Spreading garden mulch
- Emptying litter bins
- Picking up branches and logs
- Moving park furniture

Frequency

- Long duration / repetitive (ongoing, occurs daily)
- Frequent (occurs 1-2 times daily)
- Occasional (occurs 2-4 times per week)

Physical	Essential task (Y/N)	Frequency	Job specific
Example: A face-to-face customer service role. Standing.	Y	Long duration / repetitive	Standing at the customer service desk at front of building
Example: A face-to-face customer service role. Moving.	Y	Long duration / repetitive	Moving from desk to printer 5 meters away
Standing			
Walking			
Sitting			
Bending / twisting the back			
Bending / twisting the neck			
Kneeling / squatting / crouching			
Climbing (e.g. stairs / steps / ladders)			
Reaching forward / sideways > 30 cm			
Working with hands above shoulder height			
Lifting / carrying e.g. boxes of folders, reams of paper 5-10kg			
Example: Hospital porter moving patients to wards Pushing / pulling / dragging	Y	Long duration	Moving patients from surgical area and A&E to wards by electronic

Physical	Essential task (Y/N)	Frequency	Job specific
			equipment and wheelchairs
Pushing / pulling / dragging			
Gripping / grabbing			
Fine hand coordination			
Holding / supporting any object or person			

Environmental	Essential task (Y/N)	Frequency	Job specific
Example: Arborist Working at heights	Y	Long duration	Felling trees at all sizes using lifting equipment and ladders
Work in an indoor / outdoor environment			
Work at heights			
Work in confined spaces			
Operation of equipment / machinery, or work performed in close proximity to moving parts/objects (e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery)			
Exposure to noise			
Contact with chemicals / cleaning products (e.g. printer toners, car washing cleaners, kitchen cleaning chemicals)			
Exposure to fumes / dust			
Managing security / private information			



Interpersonal / psychosocial	Essential task (Y/N)	Frequency	Job specific
Example: Call centre staff Dealing with highly emotional/conflict situations	Y	Occasional	Staff assisting with inquiries over the phone.
Interaction with clients / members of the public (e.g. face-to-face, answering phones)			
Dealing with highly emotional / conflict situations			
Dealing with difficult / complex negotiation of a personal nature			
Working in a team requiring maintenance of relationships / communication with others			
Working in isolation or with limited interpersonal interactions / supervision			
Working in a busy environment where time pressures and / or fast work pace may be required with frequent interruptions			
Appearance and grooming, dress standards (e.g. office attire, smart casual, uniform, covered shoes)			