

## Form - Employee - Interview Questions – Life Skills Officer & Home Care Worker

Candidate Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Interviewers:  
(panel member names) \_\_\_\_\_

**Intro. Provide a brief overview of Headway and the services that it provides -  
including the following statement - (Panel member prompt)**

*Headway Gippsland Inc. is committed to the safety and wellbeing of all children accessing our service, including the cultural safety of aboriginal children, cultural safety of children from CALD backgrounds and the safety of children with a disability. Headway has zero tolerance for child abuse, believes the rights of the child are paramount and they should feel safe and supported accessing our service.*

*We have specific policies and procedures in place to support and educate our staff and volunteers and all allegations and safety concerns will be treated seriously and acted upon immediately.*

Can you tell me what you know about Headway Gippsland? \_\_\_\_\_

Tell us about yourself: \_\_\_\_\_

Are you looking for permanent or casual work? ☐ Casual ☐ Permanent

What is your availability?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
W1							
W2							

Comments: \_\_\_\_\_

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NDIS Worker Screening Check    ☐ Yes    ☐ No    ☐ In Process    #

Working with Children Check    ☐ Yes    ☐ No    ☐ In Process    #

Qualifications: \_\_\_\_\_

Level Two First Aid: ☐ Yes    ☐ No                      Provide CPR: ☐ Yes    ☐ No

Driver's licence:                      ☐ Yes    ☐ No                      #

Car Insurance: Full comprehensive required for any position that delivers support or services  
(*please be advised you may need to note on policy that vehicle is used for work purposes*)

Comprehensive ☐ Yes    ☐ No                      3<sup>rd</sup> Party ☐ Yes    ☐ No

Do you have any pre-existing health conditions/problems that may prevent you from performing any of your duties if you are successful?                      ☐ Yes    ☐ No

**Why have you applied for this position? What skills or experience do you believe you could offer this role?**

Applicant's comments

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**"Have you worked with people with disabilities or the NDIS before? How do you think it helps the people we support?"**

Applicant's comments

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## **Form - Employee - Interview Questions – Life Skills Officer & Home Care Worker**

**"How do you make sure clients feel safe and are kept safe? What would you do if you thought a participant wasn't safe or if something seemed wrong?" And specifically, what would you do for a child you thought was in danger**

Applicant's comments

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**What steps would you take if a participant tripped and fell in front of you?**

Applicant's comments

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**"What would you do if you thought a participant was having a heart attack?"**

Applicant's comments

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**"People with disabilities, like anyone, can sometimes show concerning behaviours. Can you explain the steps you would take to support yourself, the family, and the participant in such situations?"**

Applicant's comments

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## **Form - Employee - Interview Questions – Life Skills Officer & Home Care Worker**

**LSO – How do you help your client work towards achieving their goals and maintain their independence and dignity?**

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**LSO – How do you ensure you are respecting a client's privacy whilst assisting them with personal care**

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**LSO – How do you ensure you are respecting a client's privacy whilst assisting them with attending medical appointments them?**

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**LSO – "Participants often have several people involved in their care. How would you ensure effective communication across multiple service providers?"**

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**LSO – How do you manage difficult conversations with clients or their families? Tell me about a time you have had to provide emotional support to a client in distress**

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**HCW – How would you respond if you were asked to move furniture to vacuum underneath it?**

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**HCW – Headway Gippsland has recommended cleaning products and equipment listings for your safety although they are not compulsory. How would you respond to a participant or family member requesting you to use a product not on this list?**

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**HCW – How would you respond if you were asked to complete tasks that are not on your specified task list?**

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**HCW – How would you respond if you were asked to transport the client during your shift?**

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**Do you have any further information that you would like to add to this application?**

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**Closing. Provide a brief overview of the process from here, including timelines -**

(Panel member prompt) Thank you for attending this interview; it has been a pleasure meeting you and learning a little more about your experience and skills

If you are successful, when are you available to commence? \_\_\_\_\_

Advise timeline that the Applicant will be advised whether they are successful or not

If they are successful, they will be sent a letter of offer and a request for documentation to be provided. Once completed and returned, they will be sent a contract and position description.

Advise they will receive an induction shift and suitable matching will occur.

Panel member comments (proceed with employment yes/no) state concerns or comments

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Signature of Panel member: \_\_\_\_\_