

Form - Employee - Interview Questions – Office Staff

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

Drivers licence: Yes No #

Car Insurance: Comprehensive Yes No 3rd Party Yes No

Pool vehicles are available for staff use – if you elect not use them Headway Gippsland are not liable for any insurance/damage claims for your personal vehicle

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

The NDIS Scheme was legislated in 2013 – have you had any experience with people with a disability or the NDIS scheme and “how do you think it benefits the people we support”?

Applicant's comments

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What are your strengths & weaknesses in a work environment?

Applicant's comments

What do you think your skills gaps might be for this role?

Applicant's comments

What strategies do you use to manage tasks and stay organised when you have competing priorities?

Applicant's comments

We have clients with complex needs and behaviours. How do you manage behaviours of concern or stressful situations and ensure all are treated fairly and high-quality customer service is achieved?

Applicant's comments

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When were you most satisfied & dissatisfied in your job and why?

Can you give me an example of when you have contributed to continuous improvement in the workplace?

Tell me what Occupational Health & Safety responsibilities you as an employee have?

What do you see as important attributes for this role and what do you uniquely offer to make you the best person for the role?

Tell us about a time you have received negative feedback and how you responded?

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How will you contribute to a fun, cohesive team environment?

What computer / CRM programs do you have you experience with?

Tell us about a time you were involved in an audit. And what was your individual contribute?

Would you be prepared to enrol/complete any qualifications or training we may require for this role?

How can Headway ensure you feel challenged, supported, and satisfied in the workplace?

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Do you have any planned holidays or leave requirements?

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

Closing. Provide a brief overview of 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 time line 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 this is completed and returned they will be sent a contract and position description.

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

Signature of Panel member: _____