

---

## Form - Employee - Interview Questions – Operations Manager

Applicants Name \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

Interviewers (panel member names)

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_

NDIS Worker Screening Check ☐Yes ☐No ☐In Process \_\_\_\_\_

Working with Children Check ☐Yes ☐No ☐In Process \_\_\_\_\_

Qualifications \_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Intro. Provide a brief overview of Headway and the services that it provides, including NDIS components (Support Coordination, Plan Management, 1-1 and group support).**

**Including the following statement - (Panel member prompt)**

---

## Form - Employee - Interview Questions – Operations Manager

*Headway Gippsland 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.*

**Question 1: Can you please summerarise your understanding of the key elements of this role, based on the job advert and discussions leading up to the interview?**

Applicant's comments

---

---

---

---

*Do they have a clear understanding of the role and can summarise key aspects succinctly. Opportunity to identify clarification needs. Understanding the role is Part-time.*

Panel member comments

---

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

**Question 2. Can you tell us about yourself and your past experience, as it relates to this role?**

Applicant's comments

---

---

---

---

*Do they demonstrate adequate experience against the key deliverables? Strong business acumen and experience at the relevant level? Can they communicate their story succinctly and effectively.*

Panel member comments

---

---

---

---

**Question 3. The NDIS is very specific on how Service Providers must behave in the delivery, billing and administration of services., requiring adherence to the NDIS Act, Practice Standards & Quality Indicators, and Price Guide. Can you tell us about your experience in referencing these documents to make business decisions including where you've implemented improvements based on these documents?**

Applicant's comments

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

---

*An understanding of core NDIS requirements of Service Providers and applied for business improvement/compliance*

Panel member comments

---

---

---

---

**Question 4. The NDIS Price Guide is a complex document. What experience do you have in using this document to identify appropriate billing codes for service provision, and to ensure correct billing across both service delivery and related charges such as travel and administration?**

Applicant comments

---

---

---

---

*Working knowledge of NDIS Price Guide Categories for compliance, to accurately capture billing opportunities whilst also protecting Participants plans.*

Panel member comments

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

---

**Question 5: The rules and regulations of what can be billed under the NDIS can cause confusion and frustration for Participants leading to complaints. Can you tell us about a time you have needed to help a participant understand why they can't have something billed under their plan and/or advocate on their behalf to the LAC/NDIA?**

Applicant Comments?

---

---

---

---

*Ability to manage complaints and advocate as necessary.*

Panel member comments

---

---

---

---

**Question 6: What do you feel are the greatest challenges and opportunities of the NDIS?**

Applicant Comments?

---

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

*Working knowledge of NDIS rules and regulations, systems, language, key roles and challenges for participants and service providers.*

Panel member comments

---

---

---

---

**Question 7. What strengths or skills do you think you can bring to this role? What do you think your skill gaps might be to this role?**

Applicant's comments

---

---

---

---

*Self-assessment, understanding of the role, skills match, growth mindset.*

Panel members comments

---

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

**Question 8. Tell me about your most recent business management or operations role. What have you enjoyed about working in the position? What have you found difficult?**

Applicant's comments

---

---

---

---

*Desirable for candidates to focus on the positives and discuss the negative aspects of previous positions objectively.*

Panel members comments

---

---

---

---

**Question 9. Can you tell us about a recommendation you made and implemented to improve the productivity of a business or organisation? What was the issue, your recommendation and the result of the implementation?**

Applicant's comments

---

---

---

---

*Process improvement, the ability to make recommendations and implement for business efficiency.*

---

## Form - Employee - Interview Questions – Operations Manager

Panel Member comments?

---

---

---

---

**Question 10. You will be reporting to the General Manager, who will be reporting to the CEO and Board of Directors. What management style works best for you?**

Applicant's Comments

---

---

---

---

*Self-awareness, autonomy vs teamwork, communication preferences.*

Panel Member Comments

---

---

---

---

**Question 11. In this role you will be responsible for the management and oversight of the Plan Management, Client Service & Support Services Teams, managing 7 key employees plus additional support workers and volunteers. What experience do you have leading a department with multiple teams and objectives?**

Applicant's Comments

---



---

## Form - Employee - Interview Questions – Operations Manager

---

---

---

---

*Time/priority management, people management, soft skills*

Panel Member Comments

---

---

---

---

**Question 12. Headway is a not-for-profit organisation and is often involved in government initiatives requiring the submission of applications/proposals for grants and tenders, particularly with government agencies. What relevant experience do you have in these processes?**

Applicant's Comments

---

---

---

---

*Competent report writing and administrative support for high-level submissions, understanding of grants process.*

Panel Member Comments

---

---

---

## Form - Employee - Interview Questions – Operations Manager

---

**Question 13. The service we provide interface with many different stakeholders. In your opinion, how might your communication style differ with different stakeholders?**

Applicant's Comments

---

---

---

---

*Ability to communicate to different levels of stakeholders and be flexible in their approach. Professionally rapport building managing expectations, timeliness, friendly.*

Panel Member Comments

---

---

---

---

**Question 13. Tell us about a time when you had to implement or improve software systems to improve your own or your team's organisational efficiency.**

Applicant's Comments

---

---

---

---

## Form - Employee - Interview Questions – Operations Manager

---

*Process improvement & tech know-how.*

Panel Member Comments

---

---

---

---

**Question 14. You have received a complaint from a participant advising of inappropriate behaviour of a Support Worker during the delivery of in-home services. What process would you follow to manage this complaint and how would you address this complaint with the Support Worker? What NDIS resources might you consult during this process?**

Applicant's Comments

---

---

---

---

*Investigation process, complaint management, adherence to NDIS code of Conduct and reporting requirements, performance management approach and attitude.*

Panel Member Comments

---

## Form - Employee - Interview Questions – Operations Manager

**Question 15. The CEO rings you and says they are in desperate need of help on an urgent report that needs to go out today and has asked for your assistance. The Chair of the Board also phones and says they need your attention on a report that is being submitted today. How do you manage these conflicting priorities and directives?**

Applicant's Comments

---

---

---

---

*Adaptability and confident decision -making. Time management skills. Communication skills and prioritisation.*

Panel Member Comments

---

---

---

---

**Question 16. Confirming that you understand that this role is part-time. 8 FTE or 4 days per week, with a remuneration of \$112,000.00/year pro rata + Superannuation.**

Applicant's Comments

---

---

Panel Member Comments

---

---

## Form - Employee - Interview Questions – Operations Manager

---

**Question 17. Confirming the role is based in Morwell, with No opportunity to work remotely from home.**

Applicant's Comments

---

---

Panel Member Comments

---

---

Panel Member. Thank applicant for attending interview, advise time line that will be advised whether they are successful or not.

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

If they are successful, they will be advised of starting salary, requirement for a copy of current clear NDIS Worker Screen Check, WWC check, drivers' licence.

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

---

Do you have any planned leave? ☐Yes ☐No

---

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

---

---

## Form - Employee - Interview Questions – Operations Manager

---

---

---