

Telephone Interview Questionnaire

Name of Applicant:

Date:

Interviewer:

Position Applied for: Relief Ward Administrator

Intro:

Thank you for your application for the Health Administrator roles we are currently advertising at CCDHB. We are currently considering applications and would like to ask you a few questions over the phone. Do you have a few minutes to talk to me now?

What is your work visa status?

(Note: if the candidate is not currently eligible to work permanently further questions are not required)

I currently have a full time vacancy for Relief Ward Administrator , Wellington and Kenepuru based. Hours are 7am – 8pm, some weekends.

The duties for this position involve Meet and greet, customer service, data capture and validation, handling patient clinical information, providing admin support to clinical staff.

Meet & greet:

Customer service:

Data capture and validation:

Health sector experience?

What are your salary expectations?

Band based on experience. \$47,100. Hourly rate \$22.64.

Conclusion:

To progress with an interview:

What is your availability to attend an interview?

To not progress with an interview:

We are currently contacting a number of applicants by phone today. If you are short listed we will contact you within the next 2 weeks to organise an interview. If you do not hear from us by 30/6/18 then you would not have been shortlisted.

*Verbal communication skills demonstrated in phone interview:
(Verbal English skills, listening skills, explains information clearly)*

Role Title: Ward Administrator

Candidate	
Interview Panel Members	
Date and Time	Location :

Guide and Instructions for Panel Members

Before Interview:

- Read the CV and familiarize self with contents – indicating any areas you may wish to probe if not answered during interview
- Agree to be ready 10 minutes before start time - the whole panel should meet to agree who asks which questions/who will co-ordinate results etc

At Interview:

- Make the candidate feel welcome, make introductions and ensure water is available
- Set the scene – outline structure of the interview and let them know what to expect
- Ask each member of the panel to say a few words about their role and how they fit into the org.

At end of Interview:

- Give candidate opportunity to ask questions
- Tell them what will happen next (timescales for decision)
- Once candidate has left – conduct ratings and reach conclusions
- Discuss rating as a panel (one person takes note) and reach consensus
- Make recommendation for next steps
- Ensure all paperwork is collected by 1 person and next steps are clearly assigned – including getting back to the candidate as quickly as possible.

Role Title: Ward Administrator

Competency and Indicators	Questions & Notes	Rating
<p>Valuing the Work</p> <p>Key Positive Indicators</p> <ul style="list-style-type: none"> Is committed to delivering an excellent service to customers Indicates enthusiasm for the challenges Places a high priority on accuracy – doing a good job <p>Key Contra-Indicators</p> <ul style="list-style-type: none"> Not clear about why they want this role 	<p>What particularly interests you about this role? – Have you read the Role Description?</p> <p>Explain role and hours.</p> <p>What experience have you had which you believe is relevant to this position?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comment:</p>
<p>Valuing the Work 2</p> <p>Key Positive Indicators</p> <ul style="list-style-type: none"> Values open discussion Values the contribution of individuals Pro-active management to achieve outcomes Devovement of decision making <p>Key Contra-indicators</p> <ul style="list-style-type: none"> Style is at odds with the above e.g. over controlling, likes to make all the decisions themselves, lacks trust of others 	<p>What gives you a buzz in your current/most recent role? (if you go home feeling you have had a great day, what sorts of things will have happened?)</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comment:</p>

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Competency and Indicators	Questions & Notes	Rating
<p>Technical Competence 1 :</p> <ul style="list-style-type: none"> Proven experience in a varied, people facing admin role 	<p>How would you go about prioritizing your day if you have been given a number of tasks to complete – by various different people?</p> <p>How do you handle a lot of interruptions?</p> <p>How do you deal with stress?</p> <p>How do you deal with conflict?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present</p>
<p>Technical Competence 2 :</p> <ul style="list-style-type: none"> Working knowledge of Microsoft Office progs Understands and manages a variety of technology 	<p>Can you describe your working knowledge of computers and software packages?</p> <p>What experience have you had with Excel, Outlook, Word? Other packages?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present</p>

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<p>Cultural Skills</p> <ul style="list-style-type: none"> Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua. Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. Accesses resources to make sure culturally appropriate and language appropriate services are provided. 	<p>Can you describe a time when you have used your understanding of cultural differences to meet the needs of an individual or group of individuals in the work place?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comment:</p>
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Standard Question asked at ALL interviews as one of our core values

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<p>Integrity and Trust:</p> <p>Positive Indicators</p> <ul style="list-style-type: none"> Is seen as a direct, truthful individual Can present the unvarnished truth in an appropriate and helpful manner Keeps confidences Admits mistakes Uses learning constructively <p>Contra-indicators</p> <ul style="list-style-type: none"> Represents him/herself for personal gain Blames others Blurs/crosses confidentiality boundaries May treat others differently or indifferently May make promises he/she may or cannot keep 	<p>We have all made mistakes at some time or other. Tell us about a time when you made a mistake or poor decision. What was the situation? What action did you take when you realised you'd made a mistake? What was the end result?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comments:</p>

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Competency and Indicators	Questions & Notes	Rating
<p>Team Work</p> <p>Key Positive Indicators</p> <ul style="list-style-type: none"> • Develops constructive working relationships with other team members • Has a friendly manner and a positive sense of humour • Works co-operatively – willingly sharing knowledge and expertise with colleagues • Shows flexibility – is willing to change work arrangements to help the service or team meet its commitments • Supports in word and action the decisions that have been made by the team <p>Key Contra-indicators</p> <ul style="list-style-type: none"> • Prefers to work in isolation • Doesn't understand the concept of achieve results as part of the team • Is reluctant to change arrangements to help team achieve goals 	<p>Describe a time when you have had to work with the rest of your team to deliver a piece of work to a tight deadline. How did you go about it?</p> <p>What personal contribution did you make to getting the work done? What did you learn from it?</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comments:</p>

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Competency and Indicators	Questions & Notes	Rating
<p>Quality and Innovation</p> <p>Key Positive Indicators:</p> <ul style="list-style-type: none"> Provides quality service to those who rely on one's work Looks for ways to improve work processes – suggests new idea and approaches Takes a people centred view of solving problems to meet varying needs Explores and trials ideas and suggestions for improvement made by others Shows commitment to continuous learning and performance development <p>Key Contra-indicators:</p> <ul style="list-style-type: none"> Follows one track – failing to adapt to meet needs and circumstances Fails to understand how processes work – or doesn't see them as important Intent on following process at the expense of impact on people Fails to learn from mistakes Nervous about coming up with suggestions or ideas 	<p>Describe a time when you have made improvements to a process or way of working that has made a positive difference to the work done by you and your team. Describe what you did, the end result and what you learnt from it.</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comments:</p>
<p>Privacy</p> <p>Key Positive Indicators</p> <ul style="list-style-type: none"> Knowledge of privacy act Awareness of how it relates to patients and they work they would see in a Clinical setting. 	<p>Please tell us about your current understanding of the Privacy Act? And how you think this relates to information handled in this job.</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present Comments:</p>

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Supplementary Questions

You may wish to probe a bit further - use this space to record additional questions & note response

Competency and Indicators	Questions & Notes	Rating
	<p>Is there any reason including past events as to why you would pose any risk whatsoever to children if you were appointed for this position?</p> <p>Do you have any convictions that would preclude you from being engaged as a Children's worker?</p> <p>Are there any investigations or other matters that may be disclosed in the safety checking process?</p> <p>The training for this role takes place during work hours and over a period of several weeks. What is your availability to attend these training sessions?</p> <p>Is there any reason that you can think of that would result in you not being able to perform this role consistently?</p> <p>Do you have any Annual leave coming up?</p> <p>Referees? Can you explain your relationship to these referees? Ok to contact?</p> <p>What are your remuneration expectations? Salary Range is :\$35,356 - \$42,255</p>	<p>5 Very strong evidence skill is present 4 Strong evidence skill is present 3 Some evidence skill is present 2 Some evidence skill is not present 1 Strong evidence skill is not present</p> <p>Comment:</p>

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- **At the end of the interview – invite questions from the candidate**
- **Explain next steps in the process**
- **Once candidate has left – remain as a panel to score and consolidate results before seeing next candidate (see over for summary sheet)**

Competency and Indicators	Questions & Notes	Rating
<p>Communication</p> <p>Key Positive Indicators:</p> <ul style="list-style-type: none"> • Practices active and attentive listening • Explains information and gives instructions in clear and simple terms • Willingly answers questions and concerns raised by others • Responds in a non-defensive way when asked about errors and oversights • Is confident and appropriately assertive when dealing with others • Deals effectively with conflict <p>Key Contra-indicators:</p> <ul style="list-style-type: none"> • May be abrasive and confrontational • May be nervous and unable to face issues • Finds it difficult to accept constructive feedback • Is unable to articulate clearly and concisely • Makes communications over complex and wordy – confusing others. 	<p>DO NOT ASK THIS – IT IS ABOUT OBSERVATION</p> <p>This is more to do with observation rather than a question. Note here your observations of this person's style and the extent to which it meets the indicators on the left.</p>	<p>5 Very strong evidence skill is present</p> <p>4 Strong evidence skill is present</p> <p>3 Some evidence skill is present</p> <p>2 Some evidence skill is not present</p> <p>1 Strong evidence skill is not present</p> <p>Comments:</p>

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Summary Sheet

To be completed by one member of the panel HR rep, if present, is ideally placed to record summary of discussion and next steps.

Scoring guide:

- Best discussed one competency at a time
- Hear the Ratings from each panel member and agree on an overall rating prior to moving to the next competency.
- Enter the overall rating in the relevant box below – noting specific positive or negative observations as you go
- Complete all boxes – which should give you an overall rating for the entire interview.
- Record Conclusions and next steps prior to handing all material to your HR rep.

Competency	Overall Rating	Comment (positive/negative)
Valuing the work		
Valuing the work 2		
Technical competence 1		
Technical competence 2		
Cultural Understanding		
Integrity and Trust		
Customer Focus		
Teamwork		
Quality and Innovation		
Communication		

Conclusion: (suitability for the role – Yes (why), No (why not))

Which Directorate?