

# YMCA NSW

## Interview Guide



### Candidate Details

<b>Candidate Name:</b>		<b>Date:</b>	
<b>Position:</b>	Coordinator	<b>Reference No:</b>	
<b>Interviewers:</b>			

### Preparation

#### Interview Preparation Checklist

- Questions have been prepared with reference to selection criteria.
- The interviewers have had an opportunity to review the CVs of each interviewee.
- Each panel member knows who will be asking each question.
- The interviewers are reminded to take short factual notes (i.e. verbatim).
- All mobile phones, devices etc. are off and out of sight.

#### Interview Opening – Hiring Manager

- Introduce interviewers (including position title and relationship to the role).
- Provide a brief overview of the content of the role (i.e., where it sits within the Organisation/ team and the core responsibilities), taking care to avoid giving information that may prompt or influence the candidate's responses (e.g. issues facing role incumbents or information about the culture).
- Indicate that the panel will be taking notes (in order to evaluate candidates fairly) and will not be maintaining eye contact at all times during the interview. Please outline that these notes will be stored appropriately & confidentiality maintained from the start to end of process.

#### Overall rating – please circle one

1	2	3	4
Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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### Opening question: Background & Technical Skills

Questions relating to the candidate's background, employment history and technical skills.

#### 1. Intro question:

- (a) Please outline your understanding of this role and how your skills and experience align to this role.
- (b) Probe Resume – question gaps or request further information – reason for leaving current/ most recent employer

#### Response:

Rating:	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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Note to the interviewers – these questions are **behavioural questions**. Encourage the candidate to give actual examples in their answer of a situation, the action they took and the outcome or results. Their answer should illustrate/demonstrate the behaviour you are seeking as part of the selection criteria and role requirements.

<b>Working under pressure</b>				
<b>2. Describe a time when you weighed the pros and cons of a situation and decided not to take action, even though you were under pressure to do so. How did you stay motivated? What was the outcome?</b>				
Situation:				
Task/ Action:				
Outcome:				
Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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### Change

**3. Please describe the situation and what steps you have took to convince people to accept a change that they originally resisted. What was the end result?**

Situation:

Task/ Action:

Outcome:

Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations
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### Leadership

4. *What leadership activities have you found to require the most energy? Tell me about what you've done to maintain your effectiveness. Give me an example.*

**Situation:**

**Task/ Action:**

**Outcome:**

Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations
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### Leadership

5. Describe a time when your positive attitude toward a leadership situation had the strongest impact on others' attitudes.

**Situation:**

**Task/ Action:**

**Outcome:**

Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations
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#### Scenario 1 - Dealing with children

**Please select one of the following scenarios**

**Scenario 1:** A teacher from the school brings in a child who is not enrolled in our BASC program. What would you do?

**Scenario 2:** A parent complains about the way an educator is talking to children. What would you do?

**Scenario 3:** You notice that one of your Educators is not developing rapport with a child. This is affecting both the child and the educator. How would you approach the situation and what would you do?

**Scenario 4:** What would you do if you were working closely with your supervisor, educator or another YMCA staff member, and they were acting in a way that was not following YMCA policies and procedures?

Situation:

Task/ Action:

Outcome:

Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations
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#### Scenario 2 - Dealing with stakeholders

**Please select one of the following scenarios**

**Scenario 1:** You are required to obtain information to better understand a parent needs/concerns in order to improve your service. How would you approach the situation?

**Scenario 2:** A service has a child from an external school bullying a child at the site school. The principal is not happy. Walk us through how you would approach the situation. Where would you start?

**Scenario 3:** A parent approaches you and states that their child has told them about something that happened which they believe is inappropriate behaviour. Talk us through the steps you would take to understand the situation and what you would do.

Situation:

Task/ Action:

Outcome:

Rating	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations
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Note to the interviewers – the next questions are about **role fit**. The answers to these questions should help to demonstrate the right level of motivation and fit to perform well in the role.

**6. Please describe your understanding of the responsibilities of a Nominated Supervisor.**

**If you are successful in this position do you understand that you will be a nominated supervisor of a YMCA OSHC service?**

**(Explain where necessary)**

Response:				
Comments:				
<b>Rating</b>	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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### Child Protection

YMCA is committed to safeguarding of children, young people and vulnerable adults; this is at the forefront of everything we do in our organisation.

- (a) How do you think this role plays a part in Child safety and the protection of children?
- (b) Do you have an understanding of what a Mandatory Reporter is? *(If candidate does not know, explain the process and importance)*
- (c) *What is your understanding of the NQF?*

Response				
Comments:				
<b>Rating</b>	1 Does not meet expectations	2 Partially meets expectations	3 Meets expectations	4 Exceeds expectations

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#### Interview Close

- Ask the candidate if he or she has any questions and provide responses to these and a brief, balanced and realistic overview of the Department/Team, and role (if not already provided)
- Describe the next steps in the selection process and provide a clear timeframe for when the candidate will hear the outcome of his or her application
- Thank the candidate for his or her application and time

#### Please check the following

- Is there anything we should know about that may prohibit you from doing the requirements of this role?

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- Have you applied for any other roles and if so, what stage are you at with them? (Please ask candidate to keep us updated on job search to avoid any lost time spent working on their pre-employment checks)

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- Annual leave/ holidays booked?

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- Notice period required?

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- Salary expectation?

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- Referees provided (Referee consent form)?

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Obtain copy of CPR qualification

Obtain copy of first Aid certificate

Obtain copy of Identify and respond to children and young people at risk qualification

Proceed with pre-employment checks?      Yes                      No

**Comments:**