

YMCA NSW

Interview Guide



Candidate Details

Candidate Name:		Date:	
Position:	Educator	Reference No:	
Interviewers:			

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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*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.*

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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Motivation

2. What do you know about the YMCA? What has motivated you to apply for this role with the YMCA?

Response:

Comments:

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

3. *If you were successful in obtaining this role please outline what you would like to achieve and in what timeframe.*

Response:

Comments:

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 two 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.

Educator				
<p>4. Describe a situation where you have had to deal with a child with challenging behaviour? What was the situation? What action did you take? What was the result?</p>				
Situation:				
Task/ Action				
Outcome:				
Rating	1	2	3	4
	Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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Educator				
<p>5. <i>Describe a situation where it was important for you to build and maintain relationships with children and their parents. How did you go about it and where there any obstacles you had to overcome? (If no experience please question how they would go about it)</i></p>				
<p>Situation:</p>				
<p>Task/ Action</p>				
<p>Outcome:</p>				
Rating	1	2	3	4
	Does not meet expectations	Partially meets expectations	Meets expectations	Exceeds expectations

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Educator

6. *Thinking about this role can you please tell us how would you respond in the event of an emergency/critical situation? (Evacuation of centre) What steps would you take to ensure the safety of yourself and the children in your care?*

Response:

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 child is bothering a group of other children who are doing an activity, how will you resolve this conflict?

Scenario 2: A parent arrives at the centre and gives you a bag of personal items for their child and leaves. When you open the bag, you notice the child's medication is in the bag but the parent didn't give you any instructions. What do you do?

Scenario 3: A child arrives at your centre and discloses to you that they were being bullied at school. How do you respond?

Response:

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 parents/ customers

Please select one of the following scenarios

Scenario 1: You have been given specific dietary requirements for a child by a parent. They have found out those requirements have not been followed. The parent is visibly irate. How would you deal with this situation?

Scenario 2: A parent complains to you about the way another educator is talking to a child. What do you do?

Scenario 3: A child who was rostered to be at the centre in after school care is not present for roll call. What do you do?

Response:

Outcome:

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

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 Safeguarding 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)*

Response				
Comments:				
Rating	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? Please ensure candidate understands that this role is split shifts and how this works.

- 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)

- Annual leave/ holidays booked?

- Notice period required?

- Salary expectation?

- Referees provided (Referee consent form)?

Confirm candidate holds a current CPR qualification? Obtain a copy

If no, do you intend to complete the qualification and if so when? _____

Confirm candidate holds a current first Aid certificate? Obtain a copy

If no, do you intend to complete the qualification and if so when? _____

Proceed with pre-employment checks? Yes No

Comments: