

Interview Tips

Preparing for your job interview in advance will help you feel more confident on the day.

Here are some handy tips to get you started.

- 1 Write down all the important information**
When agreeing to a job interview, write down the date, time and location. Ask for the name and phone number of the contact person.
- 2 Plan, research and practise**
Plan ahead what you will wear and how you'll get to the interview.
If your interview is via phone or video conference, ensure you choose a quiet place where you won't be disturbed, and test the technology ahead of time to ensure it works for you on the day.
Research the employer to understand their business and priorities.
Practise your responses to possible interview questions.
- 3 Stay calm**
Remember that everyone finds job interviews a bit stressful, so feeling nervous is normal. If you start feeling stressed, a couple of slow, deep breaths may help you calm down.
- 4 Follow-up**
At the end of the interview, ask about the next steps in the selection process.
Check who you should follow up with about the outcome, and how long it might take to make a decision.

These are some common interview questions that employers in the aged care and disability services sector like to use to find out more about candidates. Not all questions will be relevant to the role you are applying for.

Question 1 – Tell me about yourself

Consider using your [“employer pitch”](#) to answer this question. Remember to mention your hobbies, interests and community connections, so that the employer can see how you might be a great match for some of their clients with similar interests.

Question 2 – Why do you want to work for our organisation?

This question is seeking to draw out why you think you are a good fit for this employer. Employers in this sector are very focussed on finding candidates who share their organisation's values, so be sure to include this in your response.

To be ready to respond to this question in an interview:

- use the organisation's website—especially the "About Us" section and "Careers" pages – to identify their values, mission and work environment. Note down what elements of these attract you to the organisation and why
- make some notes on what attracted you to apply for the specific role, and the sector more widely. You may want to share a personal story, connection or experience that inspired your interest in the sector

Question 3 – What do you understand about a person-centred approach to care/support?

Some key concepts to include in your response are empowerment, individuality, choice, privacy, independence and inclusion.

Question 4 – What do you know about different types of disabilities?

Your response should note that there are a range of disabilities, including intellectual, physical and mental/psychiatric. If you have personal experience with particular types of disabilities, you could focus your response on these. Also consider reading the National Disability Services webpage on disability types and descriptions - www.nds.org.au/disability-types-and-descriptions.

Question 5 – How would you work with a person with disability?

This question is asking you to explain what you know about the etiquette of working with people with disability, as well as your understanding of the person-centred approach to support (refer previous example question). Some examples of etiquette you may wish to talk about in your response include:

- offering assistance rather than just stepping in and doing things for them
- teaching rather than just doing
- it is their right to say no
- the importance of establishing appropriate boundaries that both you and the person you are supporting are comfortable with
- if someone has speech problems, give them your whole attention. Be patient
- actively listen and watch for non-verbal cues

Question 6 (Scenario based question) – Tell me about a time when you worked as part of a team to achieve an outcome?

Your response to this question will help the employer to understand your teamwork experience and skills. Teams in this sector may be directly working together (e.g. a team working a shift together in a residential aged care facility) or virtual (e.g. a team who each provide different supports to a person with disability who lives independently).

Some key elements to include in your response:

- start by providing some context – what was the team and outcome you were trying to achieve
- talk through your role and responsibilities and how you worked on these. Talk about how you shared ideas, listened to other's ideas and worked together
- finish with the outcomes and your reflections (what worked well and what you would change)

Question 7 (Scenario based question) – Imagine you are working with Jess to build her confidence in doing her grocery shopping. Today when you get back from the shops, Jess is putting away her groceries and notices the chicken she just bought is past its best before date. What actions might you take and why?

Similar to the previous questions this is about testing your understanding of the person-centred approach to support. Your response should cover talking through with Jess what she would like to do, suggesting some options for her to consider and offering to support her if she would like to go back to the shop and seek a refund or exchange.

Question 8 (Scenario based question) – If a dementia client became aggressive what would you do?

This question is asking you what you know about working with clients with dementia. If you have experienced a similar situation you could focus your response on that example: explain what you did, what worked well, and what you would do differently next time.

Some key elements to include in your response:

- staying calm and avoiding exciting the client
- protecting your own safety and the client's safety
- trying to identify and address the underlying issue as soon as you can to put the client at ease and defuse the aggression
- the importance of documenting the incident and communicating it with your team

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