

# Eastern Health

## Preparing For Your Interview



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# Acknowledgement

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Eastern Health acknowledges the Wurundjeri people of the Kulin Nation, the Traditional Owners of the land on which its services operate, and pay respect to their Elders past, present and emerging. We also pay respect to the cultural authority of all Aboriginal and Torres Strait Islander peoples from other areas of Australia who reside in our region. Eastern Health acknowledges the colonisation of country and the continuing impact on all Aboriginal and Torres Strait Islander peoples.



## Recognition statement

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Eastern Health is committed to achieving equality in health status between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

Eastern Health strives to be an inclusive healthcare service.



# Job Application Pack

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The Job Application Pack for Aboriginal Candidates has been developed to support all Aboriginal and Torres Strait Islander peoples apply for vacancies at Eastern Health.

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding any Eastern Health position or support to complete an application, please contact the Recruitment Manager listed on the position advertisement or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)

This guide supports you to prepare for your interview.

# Preparing for Your Interview

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Now you have written your job application, and submitted to the Eastern Health Recruitment Manager, it is time to think about preparing for your interview.

Participating in an interview might seem daunting if you have never been interviewed, or if it has been a long time since your last interview.

It is important that you are interviewed as it supports the Recruitment Manager to validate your abilities and fit for the position and make the right selection decision.

The following tips will help you to prepare and walk into your interview with confidence.

## **Examine the Position Description**

Make sure you are familiar with the position description. If you don't have one, contact the Recruitment Manager to email you a copy.

Familiarise yourself with the Major Duties and/or Responsibilities of the position. This will support you to be able to demonstrate that you understand the scope of the role.

Familiarise yourself with the Key Selection Criteria.

## **Research Eastern Health**

Look at Eastern Health's website at <https://www.easternhealth.org.au/> to develop your understanding of the organisation overall.

As an Aboriginal candidate, it is a good idea to familiarise yourself with Eastern Health's Aboriginal Health Plans that demonstrate our commitment to achieving a healthier and more connected health service:

[Reconciliation Action Plan](#) - our commitment to delivering meaningful and deliberate actions to improve the experience and outcomes for Aboriginal and Torres Strait Islander patients, families and their communities.

[Aboriginal Workforce Plan](#) - demonstrating our commitment to growing and developing a talented and versatile Aboriginal workforce.

[Aboriginal Health Cultural Safety Plan](#) - improving Cultural Safety in our services, demonstrating our promise of being healthier together.

# Preparing for Your Interview

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## Practice Your Answers

Use this guide to think about the questions you may be asked and start to prepare your answers.

Think about what examples you are able to provide.

## Write Down What Questions You Want to Ask

One of the ways to show your interest in the role is by asking one or two questions at the end of the interview. This can help you gain a deeper understanding of the role you're applying for whilst also demonstrating to the potential employer that you're enthusiastic about the role and have done your research.

For example:

- *Can you tell me about the team culture.*
- *How will you measure success for this position?*
- *What do you see as the challenges of the position?*

## Decide What to Wear

While you've been chosen for an interview based on your skills and experience, presenting yourself well is also important. Find out what the dress code is in the program area. If you are still unsure, err on the side of caution and dress conservatively.

## Plan Your Travel

Make sure you know where you are going, and how long it will take you to get there.

Plan for delays - the traffic may be heavy if you are driving, your train may late.

It's a good idea to arrive half an hour early. It's always better to be early than late.

## Manage Your Nerves

It's normal to feel anxious on the day of the interview. Eliminate the risk of feeling overwhelmed or nervous by ensuring you arrive at the interview with plenty of time to spare, are dressed appropriately, and have practiced your answers.

Remember to Breathe! When our brain is deprived of oxygen, we can go blank.



# Your Interview

Eastern Health employs the STAR Method when interviewing candidates. The STAR method is an interview technique that allows the interviewee to tell a story by laying out the **S**ituation, **T**ask, **A**ction, and **R**esult.

- **Situation:** Set the scene and give details of your example.
- **Task:** Describe what your responsibility was in that situation.
- **Action:** Explain exactly what steps you took to address it.
- **Result:** Share what outcomes your actions achieved.

Go to your interview prepared with some examples of your skills. Think about some examples where you can describe a specific situation, what your responsibilities were, what steps you took to address the situation, and what the outcome was.

Your interview will normally start with a couple of questions about why you have applied for the position, and what skills or qualities you will bring to the position. You may also be asked about the opportunities and challenges of the role.

For Example:

- Describe why you would be a good fit for the position.
- What do you see as the challenges of the role?
- What do you see as the opportunities of the role?

You will also be asked **Technical** questions. These questions will provide you with an opportunity to demonstrate your knowledge and skills and how they relate to the position.

For example: *What was the most challenging project you have worked on.*

If you don't have an employment history, you could talk about a situation from your personal life. For example, a situation that involves your association with a sporting or community organisation.



## At the Interview

To help you to feel more comfortable, an Aboriginal staff member will be on the selection panel to support you through the interview.

# Your Interview

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You will also be asked **Behavioural** questions. These questions will provide you with an opportunity to demonstrate your competency across a range of areas listed below.

## Collaboration

An example of a question to demonstrate your competency in Collaboration could be:  
*Describe a situation in which you needed to cooperate with others to solve a problem.*

## Decision Making

An example of a question to demonstrate your competency in Decision Making could be:  
*Describe a situation in which you needed to make a difficult decision. What factors did you consider?*

## Adaptability

An example of a question to demonstrate your competency in Adaptability could be:  
*We often must make changes when the way we've been doing things is no longer effective. Tell me about a time when you had to change your approach or method of work.*

## Conflict Resolution

An example of a question to demonstrate your competency in Conflict Resolution could be:  
*Tell me about a time when you came up with an effective technique for resolving a conflict.*

## Patient Care

An example of a question to demonstrate your competency in Patient Care could be:  
*Tell me about a time when you recognised that a patient was not responding to a plan of care.*

You will also be asked a question that will enable you to demonstrate your Cultural Awareness or Cultural Competency. An example of a question could be:

- *How would you contribute to Eastern Health's commitment to ensuring we provide a culturally safe environment that recognises and supports the diverse needs of our consumers and workforce?*



### At the Interview

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# Your Interview

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The final questions will be focused on Eastern Health's values. The Eastern Health values represent and describe the very heart of our organisation and what we stand for. All employees are required to abide by the Eastern Health Promise: Healthier Together.

You will be asked one or more questions focused Eastern Health's values below:

- Respect for all
- Safe always
- Partnering in care
- Learning and improving every day

An example of a question demonstrating the value **Respect for all** could be:

*Respect for all is one of Eastern Health's core values. Can you provide an example of what you have done to earn a patient's/team members' respect.*

An example of a question demonstrating the value **Safe always** could be:

*Tell me about a time when you have noticed a colleague being excluded in the workplace. What did you do when you noticed this?*

An example of a question demonstrating the value **Partnering in care** could be:

*Describe how you communicate with patients and understand their needs. Provide a specific example.*

An example of a question demonstrating the value **Learning and improving every day** could be:

*Tell me about a time when you saw an opportunity for making an improvement at work.*



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# Your Interview

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At the end of the interview, you will be given an opportunity to ask any questions you like about the organisation, and the people you are hoping to work with. You may also want to ask questions about the role itself that may not have been made clear in the position description or in the interview.

Some examples of questions you might ask at the end of the interview are:

- *As an Aboriginal person, what kind of support am I likely to receive to support my development in the role?*
- *What opportunities are there at Eastern Health for Aboriginal staff to connect with each other?*
- *What do you like most about working at Eastern Health?*
- *What do you find most challenging about working at Eastern Health?*
- *How would you describe Eastern Health's culture?*
- *Is this a new position? If not, why did the last person leave the role?*
- *If I am successful, what would the starting date be?*
- *If I am successful, am I required to complete any training before commencing the role?*



## At the Interview

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Published by Employee Experience, People and Culture Directorate  
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