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Interview Guide – Alcohol and Other Drugs (AOD) Support Worker

Position: AOD Support Worker

Organisation: [Insert ACCHS Name]

Panel Chair: [Name]

Panel Members: [Names]

Date: [Insert date]

Applicant: [Name]

1. Introduction (for the Interview Panel to read aloud)

Thank you for coming in today. Before we start, we would like to acknowledge the Traditional Custodians of the land on which we meet and pay our respects to Elders past and present.

This interview is for the position of AOD Support Worker with [ACCHS Name]. The purpose is to learn more about your experience, skills, and how you can contribute to supporting individuals and families affected by alcohol and drug use through culturally strong, holistic wraparound care.

We'll ask you a series of questions about your experience in client support, case work, communication, teamwork, confidentiality, and cultural safety. Please take your time when responding, we may take notes during your answers.

Do you have any questions before we start?

2. Interview Panel Instructions

- Ensure at least one Aboriginal panel member is present.
- Use yarning-style, conversational questioning where appropriate.
- Avoid interrupting or rushing responses — allow silence and reflection.
- Focus on strength-based assessment (what they bring, not just what's missing).
- Note examples and assess responses using the rating scale.

3. Rating Scale (Example)

Score	Description
5 – Excellent	Exceeds expectations, provides strong, relevant examples.
4 – Very Good	Meets expectations, gives clear and thoughtful responses.
3 – Satisfactory	Adequate response, limited examples but some understanding.
2 – Limited	Superficial or incomplete understanding.
1 – Unsatisfactory	No relevant experience or understanding shown.

4. Core Interview Questions

1. Can you tell us about your connection to Country, community, or cultural background?

- *Prompt:* How do you bring your cultural knowledge and values into your work?
- *Indicators:* Identifies Country/community links, speaks with pride, respects cultural protocols, shows understanding of kinship, values collective wellbeing, integrates culture into care.

| 1 | 2 | 3 | 4 | 5 |

2. What does “cultural safety” mean to you when supporting people with AOD concerns?

- *Prompt:* Can you give an example of how you’ve helped someone feel culturally safe or respected?
- *Indicators:* Trust-building, non-judgemental approach, strengths-based practice, cultural protocols, client-led decision making.

| 1 | 2 | 3 | 4 | 5 |

3. What does “Aboriginal Community Controlled Health” mean to you?

- *Prompt:* Why is community control important in AOD and SEWB support?
- *Indicator:* Mentions self-determination and community leadership; understands holistic health (physical, social, emotional, spiritual); recognises the role of community voice and Aboriginal governance.

| 1 | 2 | 3 | 4 | 5 |

4. Tell us about your experience supporting people affected by alcohol or drug use.

- *Prompt:* What kinds of support or interventions have you provided (yarning, screening, brief intervention, referrals, advocacy)?
- *Indicators:* Demonstrates experience in AOD support, harm minimisation, rapport building, judgement-free communication, coordinated care.

| 1 | 2 | 3 | 4 | 5 |

5. How do you manage complex or competing client needs?

- *Prompt:* Can you give an example of when you had to prioritise or manage multiple client issues at once?
- *Indicator:* Safety awareness, time management, calm under pressure, seeks support, client-centred approach.

| 1 | 2 | 3 | 4 | 5 |

6. How do you ensure client information is kept private and confidential?

- Indicators: Understands privacy laws, cultural discretion, confidentiality in small communities, secure record keeping, professional boundaries.

| 1 | 2 | 3 | 4 | 5 |

7. Describe how you work as part of a multidisciplinary team..

- *Prompt:* How do you work with SEWB staff, GPs, mental health workers, and other services?
- Indicator: Collaboration, respectful communication, warm referrals, wraparound care, team meetings, shared planning.

| 1 | 2 | 3 | 4 | 5 |

8. How do you handle challenging client situations, such as someone feeling overwhelmed, distressed, or frustrated?

- Indicators: Trauma-informed approach, empathy, de-escalation, calm tone, maintains safety, knows when to involve SEWB/clinical staff.

| 1 | 2 | 3 | 4 | 5 |

9. Tell us about your experience with documentation and care planning.

- *Prompt:* What systems or processes have you used for notes, assessments, or referrals?
- *Indicators :* Accurate record keeping, timely documentation, understanding of screening tools, follow-up processes.

| 1 | 2 | 3 | 4 | 5 |

10. What does good communication mean to you when working with clients experiencing AOD challenges?

- *Prompt:* How do you adapt communication to suit different people and situations?
- *Indicator:* Active listening, non-judgemental tone, clear explanations, culturally informed communication, motivational support.

| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

12. What do / would you enjoy most about supporting Aboriginal people and families in an AOD context?

13. Where do you see yourself professionally in the next few years?

5. Optional Scenario Questions

Scenario 1 – Confidentiality

A family member contacts you asking how their relative's AOD treatment is going. They say they are "just trying to help."

How would you respond?

Scenario 2 – Managing Pressure

You have a client waiting for an appointment, another calling in distress, and a GP requesting information.

How would you manage your workload?

Scenario 3 – Triage

A client walks in saying they are overwhelmed and "not coping." No SEWB or clinical staff are immediately available.

What would you do next?

Do you have any questions for us?

HR POST-INTERVIEW CHECKS

Item	Notes
References (x2)	
Working with Children Check	
National Police Check	
Start Date Availability	
Confirmation of Role (Fulltime, part time etc)	
Disclose of any health conditions that may affect duties	

5. Scoring

/ 50

Comments and Interview Reflection

6. Panel Summary and Recommendation

Strengths	Development Areas	Recommendation
		[Appoint / Consider / Not Suitable]