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### **GOVERNANCE AND IMPLEMENTATION**

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

## **Interview Guide – Administration Officer**

**Position: Administration Officer**

**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 Administration Officer with [ACCHS Name]. The purpose is to learn more about your experience, skills, and how you can contribute to supporting our organisation's daily operations and service delivery for community.

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

Do you have any questions before we start?

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### **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 yourself and what led you into the administration field?

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| 1 | 2 | 3 | 4 | 5 |

2. What does “cultural safety” mean to you in an administrative setting?

- *Prompt:* Can you give an example of how you’ve helped make an environment more welcoming or culturally safe?
- *Indicators:* Understands the importance of respect, inclusion, and trust; uses culturally appropriate communication; ensures privacy and confidentiality; treats everyone with dignity.

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| 1 | 2 | 3 | 4 | 5 |

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

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

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| 1 | 2 | 3 | 4 | 5 |

4. Tell us about your experience in administration or reception roles.

- *Prompt:* What kinds of tasks have you been responsible for (phones, data entry, scheduling, customer service, record keeping, etc.)?
- *Indicators:* Demonstrates strong organisation and time management skills; accurate data entry; good phone manner; experience with electronic systems or client management software.

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| 1 | 2 | 3 | 4 | 5 |

5. How do you manage competing priorities and deadlines?

- *Prompt:* Can you give an example of when you had to handle multiple tasks at once?
- *Indicator:* Prioritises effectively, stays calm under pressure, communicates with team, uses initiative to meet timeframes.

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| 1 | 2 | 3 | 4 | 5 |

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

- Indicators: Understands privacy legislation, cultural discretion, and confidentiality in small communities; doesn't share client information outside authorised channels.

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| 1 | 2 | 3 | 4 | 5 |

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

- *Prompt:* How do you support clinical and non-clinical staff in your role?
- Indicator: Communicates clearly, reliable and respectful, supports others' work, shares information appropriately, contributes to positive workplace culture.

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| 1 | 2 | 3 | 4 | 5 |

8. How do you handle challenging situations, such as an upset client or a busy clinic day?

- Indicators: Stays calm, uses empathy, follows procedures, seeks supervisor support if needed, maintains professionalism.

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| 1 | 2 | 3 | 4 | 5 |

9. Tell us about your computer and administrative systems experience.

- *Prompt:* What software or programs have you used (e.g., Microsoft Office, Communicare, Excel, Outlook)?
- *Indicators:* Demonstrates computer literacy, accuracy in data entry, experience managing calendars or databases, attention to detail.

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| 1 | 2 | 3 | 4 | 5 |

10. What does good communication mean to you in a community health setting?

- *Prompt:* How do you make sure messages are clear and respectful when working with clients or colleagues?
- *Indicator:* Active listener, clear verbal and written communication, adapts tone appropriately, communicates across cultural contexts.

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| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

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12. What do / would you enjoy most about working in an Aboriginal organisation or with community?

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

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## 5. Optional Scenario Questions

### Scenario 1 – Confidentiality

You receive a phone call from someone asking about their relative's appointment time. They say they are just checking because the person doesn't have a phone. How would you respond?

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### Scenario 2 – Managing Pressure

It's a busy day at reception with clients waiting, the phone ringing, and staff asking for help. How would you manage your workload?

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### Scenario 3 – Triage

A client comes to reception saying they feel unwell and need help right away. You're not clinical and the nurses are busy.

What would you do next?

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Do you have any questions for us?

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## 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

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#### Comments and Interview Reflection

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### 6. Panel Summary and Recommendation

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