[Insert Organisation's Letterhead / Header]

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[Insert Organisation's Letterhead / Header]

Interview Guide – Continuous Quality Improvement (CQI) Officer

Position: CQI 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 CQI Officer with [ACCHS Name]. The purpose of this interview is to understand your experience, your approach to quality improvement, your knowledge of clinical governance, accreditation, risk management, and how you will support our organisation to provide high-quality, culturally safe health care for community.

We will ask you questions about continuous improvement, data-driven decision making, accreditation processes, clinical governance, cultural safety, teamwork, and leadership. 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 continuous quality improvement work?
   - *Prompt:* What experiences or values shaped your interest in CQI?
   - Indicators: Shows passion for improving health outcomes, systems, and processes.

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| 1 | 2 | 3 | 4 | 5 |

2. What does "cultural safety" mean to you within a quality improvement and clinical governance role?
   - *Prompt:* How do you ensure CQI processes are culturally safe for staff and community?
   - Indicators: Understands cultural safety at organisational, system, and team levels.

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| 1 | 2 | 3 | 4 | 5 |

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3. What does "Aboriginal Community Controlled Health" mean to you, particularly in relation to CQI?
    - *Prompt:* Why is community control important in safety, quality, and governance?
    - Indicators: Understands governance, self-determination, community voice, and how CQI supports better health outcomes.

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| 1 | 2 | 3 | 4 | 5 |

4. Please describe your experience with continuous quality improvement frameworks.
    - *Prompt:* Have you used PDSA cycles or similar frameworks?
    - Indicators: Demonstrates competency in CQI methodologies (PDSA, audits, evaluation).

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5. How do you use data to drive improvements?
    - *Prompt:* How have you used KPIs, audits, or reporting systems?
    - Indicators: Experience extracting/analyzing data from PMS or audit tools. Uses NKPIs or similar indicators.

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6. What experience do you have with accreditation processes (QIP, AGPAL, ADA or similar)?
    - *Prompt:* What roles have you played in preparation, documentation, or audits?
    - Indicators: Experience coordinating or supporting accreditation. Knowledge of Standards, policy review, and documentation.

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| 1 | 2 | 3 | 4 | 5 |

7. Can you describe your approach to risk management and responding to incidents, near misses, or clinical safety concerns?
    - *Prompt:* How do you support staff to report incidents?
    - Indicators: Understands risk registers, root cause analysis, human factors. Promotes a blame-free, learning culture.

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8. Tell us about your experience working with policies and procedures.
    - Prompt: How do you review, update, and implement P&Ps?
    - Indicators: Strong policy writing and review skills. Knowledge of Standards and legislative requirements.

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9. How do you support and educate staff to engage in CQI activities?
    - *Prompt:* How do you encourage staff who may be resistant to change?
    - Indicators: Supportive, empowering educator. Builds capacity, motivation, and shared responsibility.

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10. How do you approach clinical governance and ensuring safe, high-quality care?
    - *Prompt:* What's your experience with clinical auditing (infection control, medications, immunisation, WHS, etc.)?
    - Indicators: Broad understanding of clinical governance systems. Experience with audits, monitoring, risk mitigation.

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11. Why do you want to work with us?

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12. What aspects of driving quality improvement give you the most satisfaction?

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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 – Near Miss / Incident

A staff member reports a near miss related to incorrect vaccine storage. They seem worried they might get in trouble.

How would you manage this situation?

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Scenario 2 – Accreditation Preparation

Accreditation is due in three months and some teams are behind on evidence collection.

How would you guide and support the teams to get back on track?

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Scenario 3 – Data-Driven Quality Improvement

NKPI data shows a significant drop in follow-up care for chronic disease patients.

What steps would you take to understand and improve this?

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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**

/ 50

Comments and Interview Reflection

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6. **Panel Summary and Recommendation**

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