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Interview Guide – Chronic Disease Coordinator

Position: Chronic Disease Coordinator

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 Chronic Disease Coordinator with [ACCHS Name]. The purpose of today's conversation is to learn more about your experience, skills, and how you can contribute to improving patient access, coordination, and outcomes in chronic disease care. This role is central to organising allied health services, supporting patient pathways, maintaining accurate data, and contributing to culturally safe, high-quality chronic disease programs.

We'll ask you questions about your experience in clinic coordination, communication, teamwork, data management, patient support, problem-solving, 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 yourself and your connection to the community or the healthcare sector?
 - *Prompt:* What values guide you when working with patients and families?
 - *Indicators:* Demonstrates community awareness; respect for diverse cultural backgrounds; values patient-centred, holistic care; understands the importance of culturally informed practice.

| 1 | 2 | 3 | 4 | 5 |

2. What does “cultural safety” mean to you when supporting patients with chronic conditions?
 - *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 chronic disease care?
- *Indicator:* Understands community governance, self-determination, holistic health, community voice, and culturally informed service delivery.

| 1 | 2 | 3 | 4 | 5 |

4. Tell us about your experience coordinating clinics, programs, or service providers.

- *Prompt:* What types of clinics or allied health services have you supported or scheduled?
- *Indicators:* Demonstrates experience with clinic flow, provider coordination, logistics, service navigation, patient recalls, and problem-solving.

| 1 | 2 | 3 | 4 | 5 |

5. How do you manage competing priorities or a busy workload?

- *Prompt:* Can you describe a time you had to juggle multiple tasks or requests at once?
- *Indicator:* Time management; calm under pressure; patient safety focus; communication; seeking support appropriately.

| 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 collaborate with allied health providers, GPs, nurses, Aboriginal Health Workers, and external agencies?
- 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: Empathy; trauma-informed practice; de-escalation; calm tone; maintaining safety; knowing when to involve clinical staff.

| 1 | 2 | 3 | 4 | 5 |

9. Tell us about your experience with documentation, reporting, or data systems.

- *Prompt:* What systems have you used for scheduling, reporting, or tracking patient outcomes?
- *Indicators :* Accurate record keeping; data entry; PMS experience; reporting for KPIs/funders; understanding of follow-up processes.

| 1 | 2 | 3 | 4 | 5 |

10. What does good communication mean to you when working with patients with chronic disease?

- *Prompt:* How do you adapt communication to suit different ages, backgrounds, and health literacy levels?
- *Indicator:* Active listening; clear explanations; culturally informed communication; motivational support; respectful tone.

| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

12. What do / would you enjoy most about supporting patients and families in chronic disease care?

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 chronic disease appointments are going. They say they are "just trying to help."

How would you respond?

Scenario 2 – Managing Pressure

You have a patient checking in for an allied health clinic, another calling with questions about their chronic disease results, and a provider asking for information.

How would you manage your workload?

Scenario 3 – Triage

A client walks in saying they are overwhelmed and "not coping." with their chronic health issues. No 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]