[Insert Organisation's Letterhead / Header]

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[Insert Organisation's Letterhead / Header]

Interview Guide – Clinical Director

Position: Clinical Director

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 Clinical Director with [ACCHS Name]. The purpose of today's conversation is to better understand your leadership experience, governance capability, and how you ensure culturally safe, high-quality clinical service delivery for our community.

The Clinical Director plays a key role in:
- Providing clinical leadership and mentorship
- Overseeing clinical governance and accreditation compliance
- Supporting a culturally safe and accountable clinical culture
- Strengthening systems, safety, and continuous improvement
- Ensuring clinical services truly meet community needs
- Leading multidisciplinary teams and fostering collaboration
- Upholding the values and principles of Aboriginal Community Control

We'll ask questions about your leadership experience, governance knowledge, cultural safety approach, clinical quality systems, workforce management, community engagement, and strategic thinking.

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, your experience, and your connection to Aboriginal health or the community?
   - *Prompt:* What values guide you in leading clinical services?
   - Indicators: Values-led leadership, community awareness, patient-centred practice, cultural humility, understanding of ACCHS principles..

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2. What does "cultural safety" mean to you as a clinical leader?
    - *Prompt:* Can you share an example of how you have embedded cultural safety in a clinical setting?
    - Indicators: Workforce support, safe environment creation, cultural protocols, empowering Aboriginal staff, embedding cultural governance.

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| 1 | 2 | 3 | 4 | 5 |

3. What does "Aboriginal Community Controlled Health" mean to you in the context of clinical governance and leadership?
    - *Prompt:* How should clinical services reflect community priorities?
    - Indicators: Community voice, self-determination, holistic care, accountability to Aboriginal governance structures.

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| 1 | 2 | 3 | 4 | 5 |

4. Please describe your experience leading and managing clinical teams.
    - *Prompt:* What approaches do you use for supervision, mentoring, and performance management?
    - Indicators: Team leadership, conflict resolution, coaching, supporting workforce wellbeing, clinical accountability..

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| 1 | 2 | 3 | 4 | 5 |

5. Tell us about your experience in clinical governance and ensuring service quality?
    - *Prompt:* What frameworks or systems have you used to ensure clinical safety and risk management?
    - Indicators: Accreditation processes, quality improvement, risk mitigation, incident management, clinical policies and protocols.

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| 1 | 2 | 3 | 4 | 5 |

6. How do you lead continuous improvement within a clinical environment?
    - *Prompt:* Can you describe a time you identified a gap and improved a service?
    - Indicators: Data-driven decision making, change management, service development, stakeholder engagement..

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| 1 | 2 | 3 | 4 | 5 |

7. How do you build and maintain a positive, culturally safe team culture?
    - *Prompt:* How do you support Aboriginal Health Workers and help strengthen cultural capability across the team?
    - Indicators: Respectful leadership, workforce development, trauma-informed approach, psychological safety, cultural mentoring..

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8. Please describe your experience managing complex or high-risk clinical situations?
    - Indicators: Critical thinking, de-escalation, safety prioritisation, clear decision-making, clinical leadership under pressure.

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| 1 | 2 | 3 | 4 | 5 |

9. Describe your experience with clinical data systems, reporting, and using data to guide improvement.
    - *Prompt:* What systems have you used for monitoring outcomes or KPIs?
    - Indicators: PMS/EMR systems, KPI reporting, audit processes, analytics for service planning.

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10. How do you ensure compliance with accreditation, policies, and regulatory requirements?
    - *Prompt:* What role should a Clinical Director play in maintaining standards?
    - Indicators: Accreditation experience (e.g., AGPAL), clinical governance, developing and auditing policies, preparing for reviews.

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| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

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12. What aspects of clinical leadership 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 – Clinical Governance and Safety

A clinician has made a clinical error but is hesitant to report it.

How would you approach this as Clinical Director?

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Scenario 2 – Workforce Support Under Pressure

A staff member reports feeling burnt out and overwhelmed with clinical demand. What steps would you take?

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Scenario 3 – Cultural Safety and Community Concerns

Community members express concerns that a service is "not culturally safe."

How would you respond and address this feedback?

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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]