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Interview Guide – Clinical Lead

Position: Clinical Lead

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 Lead with [ACCHS Name]. The purpose of today's conversation is to learn more about your experience in clinical coordination, leadership, operational management, and your commitment to providing culturally safe and high-quality care. We'll ask questions about your leadership experience, clinical practice, communication, teamwork, cultural safety, problem-solving, quality improvement, and ability to manage a busy clinical environment.

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 experience working in clinical environments or Aboriginal health?

- *Prompt:* What motivates you in your clinical practice and leadership?
- *Indicators:* Understanding of community needs; cultural respect; patient-centred care; teamwork mindset.

| 1 | 2 | 3 | 4 | 5 |

2. What does “cultural safety” mean to you as a clinical leader?

- *Prompt:* Can you share an example where you supported someone to feel culturally safe?
- *Indicators:* Workforce support, safe environment creation, cultural protocols, empowering Aboriginal staff, embedding cultural governance.

| 1 | 2 | 3 | 4 | 5 |

3. What does Aboriginal Community Controlled Health mean to you as a Clinical Lead?

- *Prompt:* How should community priorities shape daily clinic operations?
- *Indicators:* Understanding of community voice, holistic health, accountability, culturally informed practice.

| 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..

| 1 | 2 | 3 | 4 | 5 |

5. Tell us about your experience coordinating day-to-day clinic operations.

- *Prompt:* How have you supported client flow, clinical coverage, or managing clinics?
- *Indicators:* Operational coordination, rostering, problem-solving, managing demand, workflow oversight

| 1 | 2 | 3 | 4 | 5 |

6. How do you support and lead members of a multidisciplinary team?

- *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..

| 1 | 2 | 3 | 4 | 5 |

7. How do you support and lead members of a multidisciplinary team?

- *Prompt:* What strategies do you use to maintain teamwork and positive communication?
- *Indicators:* Leadership by example, coaching, conflict resolution, supporting staff wellbeing, building trust.

| 1 | 2 | 3 | 4 | 5 |

8. Describe your hands-on clinical experience and how you ensure high standards of care?

- *Prompt:* How do you balance clinical duties with leadership responsibilities?
- *Indicators:* Clinical competence, safe practice, prioritisation, professional boundaries, scope-of-practice awareness.

| 1 | 2 | 3 | 4 | 5 |

9. How do you handle operational issues raised by staff?

- *Prompt:* Can you provide an example of resolving a day-to-day clinic issue?
- Indicators: Communication, approachability, proactive problem-solving, calm under pressure.

| 1 | 2 | 3 | 4 | 5 |

10. How do you ensure infection control, safety, and quality standards are maintained in the clinic?

- Indicators: Knowledge of protocols, audits, training, clinical risk management, modelling best practice.

| 1 | 2 | 3 | 4 | 5 |

11. Can you describe your experience with clinical documentation, reporting, and using electronic medical systems?

- *Prompt:* What systems have you used to support workflow or reporting?
- Indicators: Accurate documentation, PMS/EMR experience, understanding of quality and accreditation reporting.

| 1 | 2 | 3 | 4 | 5 |

12. Why do you want to work with us?

12. What do you enjoy most about supporting clinical teams and client care?

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

5. Optional Scenario Questions

Scenario 1 – Clinic Management

The clinic is short-staffed today. Clients are waiting, and clinical staff are becoming stressed.

How would you support the team and manage client expectations?

Scenario 2 – Clinical Issue

A nurse raises concerns about a potential infection control breach by another clinician.

How would you address this?

Scenario 3 – Communication and Leadership

A GP and an Aboriginal Health Worker disagree about the order of clients for the day.

How would you manage this situation diplomatically?

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]