[Insert Organisation's Letterhead / Header]

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[Insert Organisation's Letterhead / Header]

Interview Guide – Domestic and Family Violence Support Worker

Position: Crisis Support 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 Crisis Support Officer with [ACCHS Name]. Today's conversation will help us understand your approach to crisis response, cultural safety, trauma-informed practice, risk awareness, teamwork, and how you support the social and emotional wellbeing of our community during times of distress.

We'll ask questions about your experience in crisis support, de-escalation, cultural responsiveness, navigation and referral pathways, documentation, communication, outreach, and reflective practice. 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 crisis support or wellbeing work?
   - *Prompt:* What values guide how you support people in distress?
   - Indicators: Calm presence, grounding, compassion, cultural humility, reflective practice, person-centred values.

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| 1 | 2 | 3 | 4 | 5 |

2. What does culturally safe crisis support mean to you?
   - *Prompt:* How do you adapt your approach for Aboriginal clients, families or Elders?
   - Indicators: Understanding of cultural protocols, intergenerational trauma, relational practice, respect.

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| 1 | 2 | 3 | 4 | 5 |

3. Can you describe how you approach supporting someone who is in acute distress or crisis?
    - *Prompt:* What are the first things you look, listen, or feel for?
    - Indicators: Triage, emotional regulation, active listening, grounding, safe environment.

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| 1 | 2 | 3 | 4 | 5 |

4. Tell us about a time you de-escalated a difficult or high-stress situation.
    - *Prompt:* What techniques helped to calm the situation?
    - Indicators: Trauma-informed de-escalation, communication, boundary setting, maintaining safety.

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| 1 | 2 | 3 | 4 | 5 |

5. This role often involves practical support. Can you share a time you supported someone with urgent needs like housing, safety planning or accessing services?
    - *Prompt:* How did you prioritise when everything felt important?
    - Indicators: Problem-solving, prioritisation, navigation skills, steady thinking.

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| 1 | 2 | 3 | 4 | 5 |

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6. Tell us about a time you worked collaboratively with other services or crisis teams.
    - *Prompt:* How did you ensure the person received coordinated support?
    - Indicators: Communication, warm referrals, teamwork, working with police/ambulance as needed.

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| 1 | 2 | 3 | 4 | 5 |

7. How do you approach documentation, confidentiality, and recording critical information during or after a crisis?
    - *Prompt:* Why is accurate, timely documentation important in crisis work?
    - Indicators: Clear notes, privacy legislation, risk documentation, clinical governance.

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| 1 | 2 | 3 | 4 | 5 |

8. Crisis support often involves suicide risk, family violence, or homelessness. How do you assess risk and decide when to escalate?
    - Prompt: How do you balance calm support with immediate action?
    - Indicators: Basic risk assessment, judgement, safety planning, escalation pathways.

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| 1 | 2 | 3 | 4 | 5 |

9. Community outreach and follow-up are part of this role. What experience do you have with outreach or engagement?
    - *Prompt:* How do you build trust in community settings?
    - Indicators: Cultural engagement, respectful communication, advocacy.

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| 1 | 2 | 3 | 4 | 5 |

10. Crisis work can be emotionally demanding. What does self-care and reflective practice look like for you?
    - *Prompt:* How do you use supervision or debriefing?
    - Indicators: Commitment to wellbeing, boundaries, reflective learning.

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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 crisis support 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 – Walk-In Crisis

A person walks in visibly distressed, crying, and struggling to speak.

How would you approach them in the first few minutes?

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Scenario 2 – Suicide Risk

A client tells you they "don't see the point anymore" but refuses to elaborate.

How would you handle this?

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Scenario 3 – Complex, Overwhelmed Client

A client is dealing with homelessness, family conflict, and substance use all at once.

How do you support them without overwhelming them further?

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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]