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Interview Guide – Family Support Worker

Position: Family Support Worker

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 Family Support Worker with [ACCHS Name]. The purpose of today's conversation is to learn more about your experience supporting families, providing practical and emotional assistance, advocating across systems, working with vulnerable families, and your commitment to delivering culturally safe and community-led care to Aboriginal and Torres Strait Islander families.

We'll ask questions about your experience in family support, crisis response, cultural safety, advocacy, coordination with services, communication skills, documentation, case management, teamwork, problem-solving, and your ability to walk alongside families to strengthen safety, stability, and wellbeing. 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 with families, community services, or Aboriginal communities?
 - *Prompt:* What motivates you in your work supporting families?
 - *Indicators:* Cultural respect; community connection; trauma-informed practice; strengths-based approach; experience with vulnerable families; rapport building.

| 1 | 2 | 3 | 4 | 5 |

2. What does “cultural safety” mean to you when walking alongside Aboriginal and Torres Strait Islander families?
 - *Prompt:* Can you share an example where you helped a family feel culturally safe or respected?
 - *Indicators:* Safe environment creation; cultural protocols; respect for family strengths; listening; empowerment; humility.

| 1 | 2 | 3 | 4 | 5 |

3. What does Aboriginal Community Controlled Health mean to you in the context of family support?

- *Prompt:* How should community voices and cultural knowledge shape how we support families?
- *Indicators:* Understanding of community governance; holistic health; family-led decision-making; accountability to community.

| 1 | 2 | 3 | 4 | 5 |

4. Please describe your experience conducting strengths and needs assessments or case support with families.

- *Prompt:* What tools or approaches do you use when engaging families experiencing stress or vulnerability?
- *Indicators:* Assessment skills; non-judgmental listening; early intervention; risk awareness; rapport building; practical support.

| 1 | 2 | 3 | 4 | 5 |

5. Tell us about your experience providing practical support to families (e.g., parenting support, transport, school engagement, budgeting, routines).

- *Prompt:* How do you approach sensitive or challenging conversations with families?
- *Indicators:* Compassion; strengths-based practice; relational approach; ability to de-escalate; communication skills.

| 1 | 2 | 3 | 4 | 5 |

6. How do you work with multidisciplinary teams and external services to support families?

- *Prompt:* Can you describe a time you coordinated with services or made referrals?
- *Indicators:* Teamwork; warm referrals; advocacy; interagency relationships; shared care planning.

| 1 | 2 | 3 | 4 | 5 |

7. This role can involve crisis or high-pressure situations. How do you manage your workload while staying responsive to families' needs?

- *Prompt:* What helps you stay organised and grounded?
- *Indicators:* Time management; prioritisation; boundary setting; calm decision-making; safe practice.

| 1 | 2 | 3 | 4 | 5 |

8. Describe a challenging situation involving a family and how you responded.

- *Indicators:* Trauma-informed approach; safety awareness; calm communication; child protection understanding; ethical decisions; escalation when needed.

| 1 | 2 | 3 | 4 | 5 |

9. Can you tell us about your experience with documentation, case notes, and electronic systems?

- *Prompt:* How do you ensure your notes are accurate, respectful, and timely?
- *Indicators:* Confidentiality; case management systems; objective recording; awareness of reporting needs.

| 1 | 2 | 3 | 4 | 5 |

10. What does good communication look like when working with families of different ages, backgrounds, and health literacy levels?

- *Prompt:* How do you adapt your approach for first-time parents, young parents, or caregivers under stress?
- *Indicators:* Clear explanations; active listening; empathy; culturally informed communication.

| 1 | 2 | 3 | 4 | 5 |

11. Why do you want to work with us?

12. What do you enjoy most about supporting families to strengthen safety, stability, and wellbeing?

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

5. Optional Scenario Questions

Scenario 1 – Family Stress or Instability

A family you are supporting shares that they are struggling with routines, finances, and school attendance.

How would you approach this situation?

Scenario 2 – Safety and Escalation

During a home visit, you notice possible safety concerns related to the child's environment or parental stress.

What would you do next?

Scenario 3 – Managing a Busy Workload

You have two home visits booked, a family needing urgent transport support, and another family in crisis needing advocacy.

How would you prioritise?

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]