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| --- | --- |
| Name of Applicant : | Position: |
| Name of the person rating the applicant: | Position: |
| Application rated on (date): | Job application and CV ratings: |

CV Rating:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 = totally inadequate  5 = excellent | | | | |
| 1 | 2 | 3 | 4 | 5 |
| Previous qualifications applicable to the job position |  |  |  |  |  |
| Work history showing previous experience is relevant to the job |  |  |  |  |  |
| Experience with service users in a ………… setting |  |  |  |  |  |
| Experience working with Maori |  |  |  |  |  |
| Experience working within communities |  |  |  |  |  |
| Experience working with families/whanau |  |  |  |  |  |
| Experience in challenging stigma and discrimination |  |  |  |  |  |
| Knowledge of law, policy and practice |  |  |  |  |  |
| Professional and personal development |  |  |  |  |  |
| Written communication |  |  |  |  |  |
| Total Score |  | | | | |

**Face to Face Interview:**

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| --- | --- | --- | --- | --- |
| 1 = totally inadequate  5 = excellent | | | | |
| 1 | 2 | 3 | 4 | 5 |
| **Let’s get real values** | **Behavioural Descriptive questions** | **Situational Question** | **Scoring** | | | | |
| **Working with**  **service users** | Tell us about a time when  you experienced a difficult  situation with a service user.  What was your role? What  did you do? With what result?  How would you deal with this  differently now? | A service user arrives in the office feeling angry about the delay in being able to get help. How do you handle this situation? |  | | | | |
| Comment: | | | | | | | |

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| --- | --- | --- | --- |
| **Let’s get real values** | **Behavioural Descriptive questions** | **Situational Question** | **Scoring** |
| **Working with**  **Māori** | Tell us about a time when  you needed to demonstrate  your understanding of tikanga  Māori. What was the situation  and your role in it? How did  you handle the situation? How  did it turn out? On reflection,  what could you have done  differently? | A service user seeks you out in a distressed state  demanding to see a Kaumatua. How would you handle this situation? |  |
| **Comments:** | | | |
| **Working with**  **families/**  **whānau** | Tell us about a time when  you feel you have worked  well with a family or whānau.  What was your role? How  did you engage, include or  support the family or whānau?  What was the outcome? What  would you do differently now? | You are working with  a service user who is  experiencing difficulties with their family. The family does not want the service user to have any money to spend.  What steps would you take to resolve this situation? |  |
| **Comments:** | | | |
| **Working within**  **communities** | Tell us about a time when  you had success working  within a specified community. Tell us about a time when you failed working successfully with a community.  What was your role? How  did you gain community  involvement? With what  effect? What did you learn? | The organisation is  developing links with the  community to provide  optimum supports for service users. In what ways would you support this process? |  |
| **Comments:** | | | |
| **Challenging**  **stigma and**  **discrimination** | Tell us about a time when  you noticed a colleague  stigmatising a service user.  What was your role? How  did you handle it? What was  the outcome? How could you  have dealt with this more  proactively? | During a team meeting, a colleague who is a key worker for a service user that has a known addiction issue suggests that because the service user came back from leave under the influence of alcohol he cannot have leave for at least one month. |  |
| **Comments:** | | | |

**Scoring**

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| --- | --- | --- | --- |
| **Let’s get real values** | **Behavioural Descriptive questions** | **Situational Question** | **Scoring** |
| **Law, policy and**  **practice** | Tell us about a time when you  felt that you faced an ethical  dilemma. What was the  situation? What was your role?  What did you do? How did the  situation resolve? What could  you have done better? | A family member of a service user approaches you informing you that a staff member had informed another visitor of the diagnosis their family member has.  How would you address the situation with your colleague, the family member and the service user? |  |
| **Comments:** | | | |
| **Professional**  **and personal**  **development** | Tell us about the greatest  learning moment you have  experienced in your career in  mental health. Why was this  so important for you? What  did you learn? How could  you pass on this learning to  others? | Your manager has offered  you $ 500 for your own  professional or personal  development in the year  ahead. What would you  spend this money on and  why? |  |
| **Comments:** | | | |
| **Respect** | Tell us about a time when you  handled a service user with  respect. | You notice a nursing student is giggling at the behaviour of a service user who is unwell.  How do you deal with this  situation? |  |
| **Comments:** | | | |
| **Human rights** | Human rights are an issue of  interest to us. Can you tell us  about a time when you had to  deal with a human rights issue? | Your manager asks you to  tell a service user to stop praying in his room as the manager’s view, it appears to be reinforcing illness behaviour. How do you deal with this situation? |  |
| **Comments:** | | | |

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| **Let’s get real values** | **Behavioural Descriptive questions** | **Situational Question** | **Scoring** |
| **Service** | Tell us about a time when you  worked with a service user who lost her independence  due to their illness and was depressed about this. What  was your role? What did you do?  How did it work out? | A service user seems  reluctant to engage in the recovery process. They want you to do everything for them. What do you do? |  |
| **Comments:** | | | |
| **Recovery** | Tell us about a service user  that you worked with towards  recovery. What was the  situation and your role? | A service user, who is  particularly unwell, is  feeling very despondent  about ever feeling any  better. How would you deal with this situation? What would you say or do? |  |
| **Comments:** | | | |
| What do you think is important for a team to work well together | | |  |
| Do you have employment commitments elsewhere that would effect this position you have applied for? | | |  |
|  | | |  |
| Observations: | | | |
| Punctuality | | |  |
| Appearance | | |  |
| Communication skills | | |  |
| Comprehension | | |  |
| Related to the interviewers | | |  |
| Total Score: | | |  |
| Date: | | |  |