

## Congratulations on securing an interview with Feros Care!

We are keen to provide you with all the support you need to perform at your best during your interview so we have outlined below a number of tools and techniques that you may find useful.

Above all else, remember that there are two key elements to successful interviewing – Preparation and Enthusiasm.

### 1. Pre-interview

**Preparation is essential and greatly enhances your chances of performing well. Here are some tips on interview preparation:**

- Ensure you have received and read the position description.
- Conduct additional research regarding our organisation by reading our website, annual reports and exploring the internet. Understand our products, services, size, locations, financial situation and growth potential.
- Dress conservatively and pay attention to all facets of your dress and grooming.
- Know the exact place and time of the interview, the interviewer's full name, and always be on time.
- Review your resume, experience and its relevance to the position you have applied for. Identify the specific examples in your background that are directly relevant to the position description and demonstrate your ability to do the job.

#### **Examples of questions you might ask:**

- What would a normal day in this role look like?
- Why is the position available?
- How would you describe your organisation's culture?
- What are the three things that would make someone an outstanding success in this role?

### 2. Behavioural based interview

Behavioural interviewing, requires you to draw on past experience and describe specific examples of incidents that demonstrate your competence in a particular area.

The most effective way of answering these questions is to use the 'STAR' technique:

**Situation or Task:** Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalised description of what you have done in the past. Be sure to give enough detail for the interviewer to understand what your specific involvement was. This situation can be from a previous job, from a volunteer experience, or any relevant event.

**Action you took:** Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did - not the efforts of the team. Don't talk about what you might do, describe to the interviewer what you actually did.

**Results you achieved:** Describe what happened, how the event unfolded and what you accomplished. Explain what you learnt from the experience.

#### **Feros Care**

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Here is an excellent answer to a behavioural based question that is testing teamwork as a competence:

**Question:**

*'Describe a time when you took action to provide quick and thorough service in response to a client's request or problem'.*

**Answer:**

*"I have a number of examples I could share with you. In one instance, when I was working as a Community Support Worker for ABC Care, I was asked by a client to provide them with additional services on the weekend. I advised the client that I would need to refer any service requests or changes to our head office who would be in touch as soon as they could. When the service was completed I submitted a service request form and sent it to head office. When I saw the client on my next visit they thanked me for sorting out their request so quickly and informed me the new services were already in place".*

You may be required to provide between one and three examples to validate one particular competence. Be prepared with answers and supporting examples to standard questions such as:

- Of your previous jobs, which did you enjoy most and why?
- Describe what you have done in your career that shows your initiative, provide examples.
- What are your key strengths?
- Give us an example of when you had competing priorities. How did you manage your time to ensure you met deadlines?
- Tell me about a time you worked in a remote team.
- Describe a previous manager you worked with that got the best out of you.
- Describe what have been your major achievements to date.

Remember that you are being interviewed because we want the best person for the role and we want the interview to be a success, not because we want to embarrass you.

**Do not's during an interview:**

- Avoid answering questions with a simple 'yes' or 'no'. Explain/elaborate where possible.
- Don't lie. Answer questions truthfully, frankly and as much to the point as possible.
- Do not make negative remarks about your present or former employers or companies.

**We wish you all the best and look forward to meeting you!**