

Interview Benchmarking Guidelines (Health)

The purpose of these guidelines is to ensure fair and consistent scoring of candidates against a benchmark.

Candidates should be scored on their performance in answering questions 1 – 5 using the overall benchmark table below.

MARK	PERFORMANCE
5	Demonstrates a clear understanding of the question. Gives a relevant response, with appropriate examples. Requires no prompting.
4	Demonstrates an understanding of the question. Gives a satisfactory response with some prompting.
3	Answers the question adequately, with a lot of prompting.
2	Lacks an understanding of the question. Gives some information, but requires extensive prompting.
1	Not able to give an adequate response.

In deciding the overall score, you should look for some of the typical evidence listed below.

These lists are not comprehensive, and *it is not necessary for the candidate to cover all the evidence listed to score 5.*

1. Why do you want to work in a Support Services Worker role in the health sector?

Refers to information given at the presentation
 Has knowledge of the work involved (may know someone who works in the health sector or have related experience)
 Appears enthusiastic about working in a health environment
 Made some effort to improve chances of success (taken classes, clean & tidy appearance)
 Mentions relevant hobbies, voluntary experience, life experience
 Prepared for the interview, e.g. looked on website, refers to literature, prepared questions to ask

2. In what ways do you think you would suit this type of work?

Mentions relevant experience or transferable skills (technical or non-technical)
 Mentions communication skills, teamwork, health and safety
 Understands need to be polite, courteous, considerate, helpful
 Shows empathy towards working in health environment
 Able to work on own initiative

3. How can you convince us that you have the commitment to complete the five week training programme?

Understands what is required of them on the training programme
Prepared to do extra hours, if necessary
Prepared to travel (if appropriate)
Recognises potential employment prospects
Understands the value of the training programme
Gives examples of past achievements, other courses completed
Prepared to make alternative arrangements for domestic commitments

4. What are the important things to remember when dealing with people? (e.g. colleagues, general public, patients and their relatives)

Pleasant, helpful manner
Mentions need for patient respect, dignity and confidentiality
Keep people informed and report problems to supervisor
Supports others, team work
Take responsibility for presenting a positive impression of self and organisation

5. Why is it important to work as a team? What makes you a good team player?

Mentions health & safety, efficiency
Good at communicating with people, gets on well with people
Helpful and supportive
Receptive to feedback
Good listener
Gives examples of teamwork in previous jobs or hobbies

These materials have been developed by **Skills for Health** in conjunction with employers from the sector and are available free of charge for use in supporting training programmes.