

## **Introduction**

The Structured Interview is a key component of the selection process for appointments to patient facing roles. Questions 1 & 2 in the interview are NWAS mandatory questions and must be assessed as part of a competency based structured interview. These may be supplemented with questions related to the person specification for the role and NWAS's Visions and Values

Candidates generally respond positively to the structured interview format. They recognise that it offers them the opportunity to reflect on and discuss recent work experiences – typically over the past two years. This enables the interview panel to build up a picture of a candidate's preferred approach (strengths and areas for development) in key competency areas. Structured interviews are fair and consistent in that all candidates are questioned on the same organisation critical behaviour. The use of such a standardised procedure also reduces the likelihood of unfair discrimination.

## **Competencies**

The competencies to be explored in questions 1 & 2 of the structured interview are the behaviours broadly identified and recommended in the Francis Report as a fundamental basis for values based recruitment in the NHS. Primarily the competencies are Care & Compassion [interaction with others in a caring and compassionate way], Team Working and Communication [working with and supporting others in order to achieve excellent patient care].

## **Assessment Process**

To effectively assess the interview candidates', the interview panel will need to collect evidence of the interviewee's past behaviour by asking them to provide specific examples from their recent work, voluntary or personal experience. The methodology used is known as **S.T.A.R.** and is a structured and systematic approach embedded within the following assessment tool, that will enable you to probe what action a person took in a specific situation at work and how effective that action was in dealing with the situation. To ensure that examples are predictive of future performance, the evidence you collect should include:-

<b>Situation</b>	What was the situation? What were the circumstances, job or nature of the situation? Ascertain the context.
<b>Task</b>	What tasks they <u>personally</u> undertook in that situation?
<b>Actions</b>	What actions they <u>personally</u> took? This should include how they reacted to the situation and what their approach was.
<b>Result</b>	What was the result? What was the outcome, or consequence of what they did? This could include how the patient, or others reacted, or any feedback they received.

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