

Consumer resource

Health Consumer Representatives in staff recruitment

We involve Health Consumer Representatives in the recruitment (hiring) of staff across our health service. Your involvement provides a consumer voice in the selection of people who represent our values. It also provides an opportunity for applicants to demonstrate how they might interact with patients and families.

Staff have been provided with a similar resource to help them involve and support you in staff recruitment.

This tool provides ideas and advice to help you participate meaningfully.

What is my role?

- You will be on a selection panel to provide a consumer point of view.
- You are not required to provide technical advice or to decide if an applicant has the required qualifications or experience.
- You assess applicants in the interviews from a consumer perspective based on how they interact with you, the consumer.
- You decide if you would feel confident and comfortable with that applicant caring for you or your family and making decisions with you about your health and care.
- You will need to review documents before the interviews including,
 - the role description (about the job),
 - resumes and
 - applications.
- On the day of the interviews, you will ask interview questions, take notes, and be involved in discussions with panel members to rate and shortlist applicants.

What can I expect?

- To be an equal and valued panel member.
- To be treated with respect.
- To be listened to.
- To be able to ask questions and receive answers.
- To be offered reimbursement (you should not be out-of-pocket to engage with us) and/or remuneration (you will be paid) for your involvement.
- The interviews to be held on the one day (where possible) with an interval between each (15 minutes) and time for a final discussion at the end.
- The panel chair (lead staff member) will discuss the timeline with you.

Before the interviews

- You will be provided with information including what is required of you:
 - details of the role,
 - details of the other panel members,
 - the number of applicants that will be interviewed,
 - the location of where the interviews will be held and
 - how long they will take and a contact person and their details.
- You may be offered a meeting before the interviews, with the staff member organising the interviews and the interview panel. This is an opportunity to meet panel members, be briefed on the interview process and discuss common terminology (language and words) relevant to the position.
- You may also be asked if you would like to help in developing an interview question on patient/person and family centred care.
- You will be provided with:
 - an agenda for the interviews,
 - interview questions,
 - role description and
 - each applicant's application and resume.
- Staff are encouraged to provide this to you in a timely manner and should offer to provide printed copies for you on the day.
- If you are not sure of the interview location, organise to meet the contact person in a central spot on the day of the interview.

At the interviews

You will need to meet at least 15 minutes before the first interview. Sometimes interviews can be held online (videocall), and you may not need to attend the location.

This is particularly important if you have not yet met all the panel members.

In this time, the panel will discuss who is asking each question. You may be asked if you have a preference of which question/s you would like to ask.

Don't be afraid to ask questions or seek clarification from the applicant or from the panel members in the interview breaks.

The time in between interviews can be used for a quick break and to discuss the applicant.

How should I introduce myself?

You can introduce yourself to the applicant and panel members by

- Your name,
- That you are a consumer representative and
- A sentence or two on your experience such as: *I am a carer of my elderly mother who attends clinics at the outpatient's department at the Rockhampton Hospital.*

What should I look out for and take notes on?

You are assessing each applicant from a consumer perspective and are not required to provide technical advice.

Things to assess include:

- how the applicants address you – do they acknowledge you and make eye contact and what is their body language and mannerisms?
- Do their views reflect our organisations values of care, integrity, respect, and commitment?
- Are they patient/person and family centred?
- Do they answer the interview questions confidently and not be arrogant?
- Ask yourself “would I be happy for this person to treat me or a loved one?”

Make notes on these aspects. Notes will help you to reflect on each applicant at the end of the day.

What type of questions can I ask the applicant?

Example questions include:

- What does patient/person and family centred care mean to you?
- How do you assess that you are providing truly patient/person and family centred care?
- How do you get the most compassionate care out of your team?
- Here at CQ Health, we have a vision of Great Care for Central Queenslanders. How will you contribute to our vision?

After the interviews

- At the completion of the interview, the panel will discuss, rate and shortlist applicants and you will be asked for your opinion. Don't be afraid to speak up and share your thoughts or any concerns you have.
- You will be advised on the outcome of the recruitment.
- You will be asked to complete a short survey on your experience.

Contact:

Your first point of contact will be the Panel Chair (staff member organising the interviews).

For further support:

Patient Experience and Consumer Engagement

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