

# Interview Tips for Nurses and Healthcare Workers

The job interview process can be a daunting experience. But it is important to be confident and stay positive. Remember that you've been called for an interview because the employer has seen something on your resume that he/she likes. It's also important that you decide whether this is the right 'fit' for both you and the employer.

Your goal should be to demonstrate to the employer that you have the skills, experience, and ability to successfully fulfil the role.

Here are a few tips to help you land that perfect job.

## PREPARING FOR AN INTERVIEW

### For a face-to-face interview

- | Research the prospective employer i.e. via their website
- | Know the basics about the hospital, the ward or specialty area of interest, together with its values & services
- | For a face-to-face interview dress appropriately. Neat and smart attire is recommended
- | Identify your 5 key strengths, so you can focus on these areas when asked questions
- | Read the list of sample questions (next page) so that you are prepared for the style in which most questions will be asked
- | Know why you want the job
- | Prepare a list of questions to ask
- | Contact your referees to ensure they are still available

### For a phone interview

- | Prepare for a phone interview just as you would a regular interview
- | Make sure you have prepared a quiet area in which to take the call
- | Ensure that you won't be interrupted during this time by anything including other people in the house or calls to a mobile
- | Have a pen and paper handy to take down any notes
- | If you are being called on a mobile ensure that your battery is fully charged and that you are in a good service area
- | Practice answers to basic questions with a friend or family member to ensure you come across clearly with your message
- | Remember that an interviewer will not be able to take note of any non-verbal cues such as body language

## ARRIVING AT AN INTERVIEW

### For a face-to-face interview

- | Arrive early. Allow 20-30 minutes in the vicinity
- | Enter the premises 5-10 minutes before the interview
- | Be professional with everyone you meet
- | Greet the interviewer by their name
- | Shake hands firmly
- | Introduce yourself

### For a phone interview

- | Ensure you are ready several minutes prior to the expected interview time
- | Make sure the line that the employer will call you on is kept free at this time
- | Answer the phone professionally by introducing yourself to the caller

## DURING THE INTERVIEW

### For a face-to-face interview

- | Look the interviewer in the eye when talking
- | Look alert and interested at all times
- | Listen through eye contact and non-verbal expressions, such as nodding your head
- | Do not interrupt the interviewer
- | Be personable, as well as professional
- | Demonstrate your research into their organisation by mentioning anything you have read as long as it is relevant
- | Answer all questions honestly
- | Be prepared that you may be asked for examples of a situation you have been in and how you handled it
- | Be aware of your body language

### For a phone interview

- | Be aware of the slight delay you can experience with international calls
- | Do not interrupt the interviewer. Wait for the interviewer to finish the question before you begin to speak
- | Don't smoke, chew gum or eat during the call
- | Keep a glass of water handy
- | Smile. Treat the interview just as you would a regular one. Smiling will help you project a positive image to the listener by changing the tone of your voice
- | Speak slowly and clearly
- | Take your time with answers and don't hesitate to ask the interviewer to repeat any question you may not have heard clearly
- | Demonstrate your research into their organisation by mentioning anything you have read as long as it is relevant

## ASK QUESTIONS

Great questions to ask early in a job interview: "What are you most hoping to find in the person you hire?" The earlier you can ask these questions the sooner you can start tailoring your answers to the employer's requirements

## CLOSING AN INTERVIEW

- | Don't be discouraged if an offer isn't made or salary expectations discussed
- | Ask if there is anything else you can provide, such as additional references
- | State your interest in the position
- | Ask about the next step in the process
- | Thank the interviewers for their time

## SAMPLE INTERVIEW QUESTIONS

- | Where do you think your clinical expertise lies?
- | Tell me about a time you delivered care that was outstanding or that you were particularly proud of?
- | A patient's relative is unhappy with the care you are providing. How would you manage this situation?
- | What would you do if you discovered your patient was not breathing?
- | How would you manage a patient experiencing chest pain?



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