



2 February 2016

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-5-16
Key Word: Interview Questions
Subject: HALO/ALO
Request: **Date Received:** 13/01/2016
 Date of Monitoring: 14/01/2016
 Date of Response: 02/02/2016

Thank you for your request for information received on 13 January 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below.

Question 1

Any previous interview questions asked by NIAS at the HALO/ALO job interviews.

Answer 1

Please find attached interview questions in relation to HALO/ALO job interviews. Interviews noted to take place on:

- 27/12/2012
- 21/03/2013 and 26/03/2013
- 11/12/2013

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)



In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER



CANDIDATE ANSWER ASSESSMENT BOOKLET

Post Title: HALO

Job Ref: 55212020

Interview Dates: 27/12/2012

CANDIDATE NAME: _____

CANDIDATE REF NO: _____

DATE OF INTERVIEW: _____

PANEL MEMBER: _____

Total Marks Available		Acceptable Mark (60%)		Final Mark Awarded	
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Scoring System:

9-10	Excellent
7-8	Good
5-6	Average
3-4	Below Average
0-2	Poor

Overall Opinion: Acceptable

(*Delete as appropriate) Not Acceptable

Signed: _____

Date: _____

INTERVIEW ASSESSMENT FORM -SUMMARY SHEET

Total Marks Available		Acceptable Mark (60%)		Final Mark Awarded	
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Factors	Marks Available	Marks Awarded	Overall Comments
QUESTION 1			
QUESTION 2			
QUESTION 3			
QUESTION 4			
QUESTION 5			

*Weighted x 2

Question 1

Factor Being Assessed	Hospitals sometimes feel they receive a large number of patients who do not actually require ED attendance. What initiatives do you think could be introduced which would contribute to reducing the demand in Casualty Departments?		
Marks Available		Marks Awarded	

Question 2

Factor Being Assessed	NIAS places great importance on the safety and wellbeing of its staff. As a Hospital Ambulance Liaison Officer how would you deal with a crew who were being aggressive towards you?
Marks Available	
Marks Awarded	

Question 3

Factor Being Assessed	Can you explain to the panel the handover process of a crew arriving at hospital?		
Marks Available		Marks Awarded	

Question 4

Factor Being Assessed	Can you outline to the panel the rationale behind insertion of Hospital Ambulance Liaison Officers within an acute Trust site?
Marks Available	Marks Awarded

Question 5

Factor Being Assessed	Can you explain to the panel what actions you will be expected to carry out as a Hospital Ambulance Liaison Officer?		
Marks Available		Marks Awarded	



CANDIDATE ANSWER ASSESSMENT BOOKLET

Post Title: HALO (Temporary Band 6)

Job Ref: 55913001

Interview Dates: 21/03/2013 & 26/03/2013

CANDIDATE NAME: _____

CANDIDATE REF NO: _____

DATE OF INTERVIEW: _____

PANEL MEMBER: _____

Total Marks Available		Acceptable Mark (60%)		Final Mark Awarded	
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Scoring System:

9-10	Excellent
7-8	Good
5-6	Average
3-4	Below Average
0-2	Poor

Overall Opinion: **Acceptable**

(*Delete as appropriate) **Not Acceptable**

Signed: _____

Date: _____

INTERVIEW ASSESSMENT FORM -SUMMARY SHEET

Total Marks Available		Acceptable Mark (60%)		Final Mark Awarded	
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Factors	Marks Available	Marks Awarded	Overall Comments
QUESTION 1			
QUESTION 2			
QUESTION 3			
QUESTION 4			
QUESTION 5			
QUESTION 6			

*Weighted x 2

Question 1

Factor Being Assessed							
<p>In your role as HALO and as first point of contact for NIAS:</p> <p>a) Who do you see yourself liaising with?</p> <p>b) What skills would you use to ensure the effectiveness of these interactions?</p>							
<table border="1"><tr><td data-bbox="113 1850 496 1935">Marks Available</td><td data-bbox="496 1850 608 1935"></td><td data-bbox="608 1850 1230 1935">Marks Awarded</td><td data-bbox="1230 1850 1356 1935"></td></tr></table>				Marks Available		Marks Awarded	
Marks Available		Marks Awarded					

Question 2

Factor Being Assessed			
A crew who have handed over 20 minutes ago are sitting in the ambulance and have not cleared; you have been made aware of outstanding emergency calls and ask the crew to clear. They challenge your intervention – How would you deal with this?			
Marks Available		Marks Awarded	

Question 3

Factor Being Assessed					
There have been several changes in health care provision in recent years.					
A. Can you tell me on any of these changes?					
B. How they impact on NIAS?					
C. How do you think the trust can meet these challenges and improve hospital turnaround times?					
Marks Available			Marks Awarded		

Question 4

Factor Being Assessed			
Across the UK there are increasing handover times due to poor patient flow within hospitals?			
a) What type of issues can restrict patient flow within a hospital?			
b) Is there anything we can do in relation to these issues as HALO?			

Question 5

Factor Being Assessed			
Why do you think the Trust has decided to introduce HALO post?			
Marks Available		Marks Awarded	

Question 6

Factor Being Assessed			
In the event of a major incident being declared by NIAS - how would you see your role changing if at all and what immediate actions would you take?			
Marks Available		Marks Awarded	



CANDIDATE ANSWER ASSESSMENT BOOKLET

Post Title: HALO (Band 6) (Temporary)

Job Ref: 55913009

Interview Dates: 11 December 2013

CANDIDATE NAME: _____

CANDIDATE REF NO: _____

DATE OF INTERVIEW: _____

PANEL MEMBER: _____

Total Marks Available	60	Acceptable Mark (60%)	36	Final Mark Awarded	
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Scoring System:

9-10	Excellent
7-8	Good
5-6	Average
3-4	Below Average
0-2	Poor

Overall Opinion: Acceptable

(*Delete as appropriate) Not Acceptable

Signed: _____

Date: _____

INTERVIEW ASSESSMENT FORM -SUMMARY SHEET

Total Marks Available	60	Acceptable Mark (60%)	36	Final Mark Awarded	
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Factors	Marks Available	Marks Awarded	Overall Comments
QUESTION 1	10		
QUESTION 2	10		
QUESTION 3	10		
QUESTION 4	10		
QUESTION 5	10		
QUESTION 6	10		

*Weighted x 2

Question 1

Factor Being Assessed	Communications		
In your role as HALO you have been informed there is a hospital divert in place and to expect significant delays in crew turnaround times:			
a) Who would you potentially liaise with that may be impacted by this information?			
Marks Available	10	Marks Awarded	

Question 2

Factor Being Assessed	Problem Solving
<p>You are on duty as a HALO. You have been informed there has been a chemical leak/exposure reported in a town 25 minutes away. You are then informed that so far 12-14 people have been exposed to a highly TOXIC, as yet unknown chemical. Your hospital may be receiving some of these patients.</p> <p>What do you need to consider?</p>	

Marks Available 10

Marks Awarded

Question 3

Factor Being Assessed	Problem solving		
<p>You arrive for duty as HALO and discover 4 crews and their patients waiting in corridor. The crews tell you they have been waiting over an hour to handover their patients? Control tell you they have a pending emergency call and no available crew.</p> <p>Describe your management?</p>			
Marks Available	10	Marks Awarded	

Question 4

Factor Being Assessed	Wider understanding of Health Service issues
<p>Health & Social Care Services are under growing pressure to cope with the increasing demands placed upon it, an example of which is the increasing numbers of patients attending our EDs.</p> <p>Can you give the panel some examples of how NIAS can contribute to reducing these pressures?</p>	

Marks Available		Marks Awarded	
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Question 5

Factor Being Assessed			
Can you tell the panel some examples of how you could utilise our existing Command and Control systems to help reduce ambulance turnaround times within the ED?			

10

Marks Available		Marks Awarded	
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Question 6

Factor Being Assessed			
a. Can you describe to the panel the process that an ambulance crew is expected to follow on arrival at ED with a patient who is not the subject of a stand-by request? b. Can you define for the panel the term 'turnaround time'?			
Marks Available	10	Marks Awarded	