



18 May 2015

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2015-56

Key Word: Interview Questions

Subject: AO2 Control Officer

Request: **Date Received:** 15/05/2015 **Date of Response:** 18/05/2015

Thank you for your request for information received on 15 May 2015 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

The last 3 x sets of AO2 Control Officer interview questions

Answer 1

Three x set of interview questions for Control Officer Band 6 ie AO2 are detailed below:

Interview Questions for Control Officer, January 2012

1. Turnaround times for Ambulance crews at Emergency Departments have been increasing. The Belfast Hospitals have crews queuing more than 90 mins. Describe your management of this situation to ensure appropriate levels of cover and resolution.
2. Working as part of a team is vital in EAC. Can you give the panel an example of a time when you have most effectively dealt with personalities and work styles that were different from your own? What was the situation and what challenges arose from the mix of different personalities and how did you deal with them?
3. It is 17:00 hours on Monday 16 January the resources you have in the Eastern Division have been busy all day. You have 10 Emergency Calls running at present, 5 of which have an RRV in attendance and require conveyance, and 5 G.P Urgent Calls. You also have numerous G.P Urgent Calls in the RI stack on C3. What are your actions to deal with the call volume, and the provision of meal breaks?
4. As a Control officer, you will be required to manage all subordinate staff within Ambulance control. If a member of staff was consistently underperforming in their role, what actions if any would you take?
5. In the post of an A02 control Officer you will have to plan in order to maximise resources and ensure service delivery. How would you ensure you do this?
6. As a control officer, how would you protect the organisation from complaints of Harassment?



Interview Questions for Control Officer (Temporary) July 2012

1. 'Patient flow' and delayed discharging of patients through Hospital Trusts has been an increasing problem for some time. Can you tell the panel how this impacts on NIAS and how you as a Controller can help to alleviate the problem.
2. It is recognised that there are considerable time and work pressures experienced in the Control Centre. Pressures such as vehicle cleaning, meal breaks and lateness are some examples which cause vehicle downtime. Can you tell the panel measures the Trust could take to minimise this problem.
3. It is the start of shift changeover at 07:30hours on the East Desk. Your resources for the Day Shift are 7 A&E vehicles. Two members of staff are late for duty in 2 different Stations thus reducing available cover by 2 vehicles. 3 crews are still on calls from the night shift. There are 6 early morning transfers to the Cardiac Catheterisation Lab. Describe your management of the situation to provide appropriate cover.
4. As you will be aware NIAS has performance standards to achieve in accordance with the instructions of the Department of Health. As an employee of the Trust you will have played a key role in improving performance. Provide an example when you have been active in achieving a performance target.
5. You are the Control Officer in charge of the Control Room. A crew hit the emergency alarm to advise you that they have had an accident on a rural road with a patient on board. What actions would you would take?

Interview Questions for Control Officer, September/October 2013

- 1A. Work demand and mental pressures on Control Officers has increased in recent years. Can you think of some of the causes of this?
- 1B. What future developments / changes is the health service undergoing and how do you think that will affect the Control officer's job?
- 2A. As a Control Officer, you will be expected to lead and manage staff and resources. Can you give us an example of a time when you had to use leadership skills to achieve a desired outcome or goal?
- 2B. What Trust policies and procedures do you think staff may utilise and therefore that you as a control officer should be particularly familiar with?
- 3A. Can you give us an example of when you have performed an action or made a decision that proved unpopular?
- 3B. As a control officer what unpopular decisions might you have to make and what approach would you take to reduce their negative impact?

I hope the above fully assists you and I wish you well with your future career developments.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

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:

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