



11 September 2015

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2015-87-15
Key Word: Interview Questions
Subject: Clinical Support Officers

Request: **Date Received:** 26/08/2015
 Monitoring Date: 27/08/2015
 Date of Response: 11/09/2015

Thank you for your request for information received on 26 August 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

1 x copy of previous interview questions for the role of Clinical Support Officer.

Answer 1

Please find attached the last set of interview questions for the role of Clinical Support Officer which took place in 2012.

I hope the above and attached fully assists you. 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.

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

Att



CANDIDATE ANSWER ASSESSMENT BOOKLET

<p>Post Title: Clinical Support Officer (Band 6)</p> <p>Job Ref: 55912004</p> <p>Interview Dates: 12/09/12 – 28/09/12</p>
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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
PRESENTATION Communications, interpersonal skills, organisational skills, planning and preparation			
QUESTION 1 Experience relating to Job Description			
QUESTION 2 Resilience			
QUESTION 3 Staff management / Support			
QUESTION 4 Professional Standards			
QUESTION 5 Staff Management / Support			
QUESTION 6 Planning and organisational skills			

***Weighted x 2**

Presentation

Factor Being Assessed	Communications, interpersonal skills, Organisational skills, planning and preparation
Prepare a 10 minute presentation on “ The new adult cardiac arrest guidelines (ERC, 2010): implications for paramedic practice	
Marks Available	Marks Awarded

Question 1

Factor Being Assessed	Experience relating to Job Description
As a Clinical Support Officer what experience / attributes would you bring to this role and, if successful, how would you go about establishing yourself in the role?	
Marks Available	Marks Awarded

Question 2

Factor Being Assessed	Resilience		
Occasionally we find ourselves in a situation where it is important for us to persist and overcome considerable resistance to make things happen.			
Please tell the panel about a time when this happened to you and how you were able to overcome this resistance.			
Marks Available			
		Marks Awarded	

Question 3

Factor Being Assessed	Staff Management/support
<p>As a Clinical Support Officer you will have responsibility for ensuring staff are delivering a high standard of clinical care.</p>	
<p>Can you advise the panel how you would deal with a problem relating to a member of staff who you are observing clinically and what actions you would take to address and reach a successful conclusion?</p>	
Marks Available	Marks Awarded

Question 4

Factor Being Assessed	Professional Standards		
As a paramedic the Health Professions Council requires you to maintain your fitness to practice, in the event that your fitness to practice becomes impaired either in the long or short term what steps would you take to deal with this. Also, as Clinical Support Officer how could you assist a member of staff to ensure their fitness to practice?			
Marks Available		Marks Awarded	

Question 5

Factor Being Assessed	Staff management and Support
<p>A key role of the Clinical Support Officer will be to support Paramedic in Training students during their practice placement which will incorporate the assessment of the theory into the practical environment.</p>	
<p>Could you tell the panel what would be the potential problems that could cause a student to fail and how would you deal with this situation as a Clinical Support Officer.</p>	
Marks Available	Marks Awarded

Question 6

Factor Being Assessed	Planning and Organisational Skills
<p>The importance of first rate planning and organisational skills cannot be underestimated in this role. Can you advise the panel how you would use these skills to ensure the delivery of high quality support, education, training and development within NIAS?</p>	
Marks Available	Marks Awarded