**Supporting the involvement of consumers, parents and carers in staff recruitment**

Consumers, parents and carers are involved in the recruitment of child and youth mental health staff across Children’s Health Queensland Hospital and Health Service (CHQ). The involvement of consumers, parents and carers is vitally important in ensuring applicants understand and can demonstrate family-centred care. This factsheet aims to provide guidance to help consumers, parents and carers participate meaningfully throughout the recruitment process.

**What is my role?**

You will be asked to assess applicants from the perspective of a consumer, parent or carer based on how the applicants interact with you. You will assess whether you feel confident and comfortable with that person caring for you or your family.

**What can I expect and what is expected of you?**

* To be provided with training to participate on a recruitment selection panel.
* To be an equal and valued panel member, treated with respect, and be listened to.
* To be able to ask for clarification at any stage regarding your involvement.
* To be offered reimbursement for your involvement, for example travel and parking expenses and remuneration for your time for pre-reading and interviews.
* To abide by the Queensland Government Code of Conduct and maintain confidentiality of the recruitment process you are participating in.
* To advise of any conflicts of interest or prior knowledge of applicants.

**What is the process?**

* For every Government position advertised, a role description is prepared and evaluated by the Organisation. The role description outlines the purpose of the role, responsibilities, skills and experience required, and how the applicant will be assessed. You may not be involved in the development of the role description but are very much involved in the assessment of the applicant against that role description.
* The role will be advertised for a minimum of two weeks on a variety of job advertising boards, such as Smart Jobs, Seek, and LinkedIn.
* Once the advertisement closes, the Selection Panel Chair will pull together all the applications into a single pack, which will be emailed to you and the other Selection Panel members for their review.
* You will then be invited to a short-listing meeting to review the applications and decide on interview questions to ask the short-listed applicants. This is an opportunity to meet other Selection Panel members, be briefed on the interview process, and discuss common terminology relevant to the position.
* Prior to the short-listing meeting, you will be sent a copy of the role description and the applications received, which usually consists of the applicant’s cover letter, resume and responses to key selection criteria. You will also be provided with the other Selection Panel members contact details.
* All Selection Panel members are required to review the applications received and make an assessment against the key selection criteria. Please ensure you allow time to review applications as there can sometimes be many applicants. More information about this will be provided at the Recruitment Training.
* During the Short-Listing meeting, the Selection Panel will confirm the successful applicants for interview. The Selection Panel will also develop the interview questions and identify the key responses the Selection Panel is looking for. You will also be asked if you would like to assist in developing an interview question on patient and family-centred care.
* The Selection Panel Chair will coordinate a time and place for interviews in consultation with Selection Panel members. The successful applicants will then be invited to an interview.
* On the day of the interviews, you will be provided with an agenda, a printed copy of all the applications, and a notepad and pen so that you can take notes during the interview.
* At the completion of the interviews, Selection Panel Members will discuss and rate the applicants. You will be asked for your opinion – you are an equal member of the Selection Panel, so don’t be afraid to speak up and share your thoughts or any concerns you have.
* The aim is for the Selection Panel to reach consensus on the preferred candidate/s. If a decision is not reached, the process for resolving the decision will be discussed by the Selection Panel.
* The Selection Panel Chair will then conduct reference checks, which are provided to Selection Panel members for their review. This is helpful in confirming the preferred applicant.
* The Selection Panel Chair will then prepare a Selection Report.

**Before the interviews**

* The Selection Panel Chair will contact you to ensure you know where the interviews will take place, that you have transport arranged, and to offer time for a pre-brief and post-interview debrief if you would like.

**Conducting the interviews**

* Selection Panel members are required to meet at least 15 minutes prior to the first interview. In this time, the panel will determine 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 applicants. Likewise, feel free to ask questions of the panel members in the interview breaks if you need anything clarified.
* Time between interviews will be scheduled for a quick break and to discuss the applicant.

**Tips**

**How should I introduce myself?**

* You can introduce yourself to the applicant and panel members by saying your name, that you are a consumer/carer representative and a sentence about your experience, such as “I am a parent of a child who frequently accesses the outpatient’s department at the Queensland Children’s Hospital” or “I have lived experience and am a past user of child and youth mental health services.”

**What should I look out for and take notes on?**

* You are assessing each applicant on their response to the interview questions.
* Things to consider include how the applicants address you, do they acknowledge you and make eye contact, and what is their body language and mannerisms?
* We want to recruit people who reflect our organisation’s values of respect, integrity, care and imagination. This includes being patient and family-centred.
* Ask yourself “would I be happy for this person to care for me or a loved one?”
* You may like to take notes during the interview to assist you when reflecting on each applicant at the end of the day.

**What are common questions I could ask the applicant?**

* What does patient and family-centred care mean to you?
* How do you assess that you are providing patient and family-centred care?
* How do you get the most compassionate care out of your team?

**Checklist**

* Attend recruitment training
* Review applications
* Attend short-listing meeting
* Prepare questions
* Check time, location and transport details
* Check arrangements for food and drinks – do I need to bring my own lunch?
* Participate in Interviews
* Complete remuneration forms with bank details and time spent on shortlisting and interviewing.

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