



Interview Guide

(Child Care Worker – Level I)

Candidate Name	
Position Title	Child Care Worker (Level I)
Interview Panel Name(s)	
Interview Date	

Step	Overview of the Interview
1	<p>Open the interview</p> <ul style="list-style-type: none"> Welcome the candidate, make them feel at ease, introduce interviewers and their roles, offer something to drink <p>Mention the timeframe for the interview</p> <ul style="list-style-type: none"> The interview will take approximately 1.5 hours, if you don't understand a question or need a break let us know <p>Explain goals for the position and the purpose of the interview</p> <ul style="list-style-type: none"> The Child Care Worker (Level I) is an entry level position responsible to provide a safe, caring and developmentally appropriate early learning environment for a class of children between the ages of four (4) months and twelve (12) years. The Child Care Worker (Level I) uses Centre philosophy, programs and policies to maintain a standard of care that contributes to the Centre's reputation for excellence.
2	<p>Work-related experience and employment overview</p> <ul style="list-style-type: none"> We will start by asking you to spend a few minutes talking about your current and prior work-related experience.
3	<p>Conduct interview</p> <ul style="list-style-type: none"> We will ask you about work situations where you played a key role. We would like you to focus on situations that occurred within the past year or two as it is more reflective of how you work today and it will be easier to recall that events in the distant past.
4	<p>Candidate questions</p> <ul style="list-style-type: none"> After we have asked questions we will give you an opportunity to your own questions or add additional information that you consider important for us to know.
5	<p>Close the interview</p> <ul style="list-style-type: none"> Thank the candidate for their time and interest; tell candidate when you expect to give them an answer, decisions, reference checking, etc.
6	<p>Evaluate the candidate</p> <ul style="list-style-type: none"> Evaluate the candidate's response immediately after the interview and complete the scoring summary.

Candidate Evaluation Summary	0 Not Demon- strated	1 Develop- ing Required Skill	2 Meets Required Skill	3 Exceeds Required Skill
Grade 12 or equivalent				
Min. three (3) year demonstrated proficiency in child care or other approved equivalent				
Current First Aid and CPR Certification; Child Abuse Registry Check; Criminal Record Check				
Child Development and Care (two questions)				
Record Keeping				
Equipment and Facilities				
Family and Community Relations				
Professional Relationships				
Personal and Professional Development				
Skills, abilities and personal characteristics (two questions)				
Self-confidence, maturity, professional communication and appearance				
Total (add columns to reach a total score ___ / 33 or build weighting if preferred)				/33

Do not pursue
 Pursue to reference checks
 Place on hold
 See comments on final page

Step 3 – Conduct Interview using Behavioural Event Questions

This step of the interview will ask questions that require the candidate to provide specific examples of situations where he or she used key skills and abilities that are necessary for this position. The Behavioural Event Interview (BEI) is the most reliable form of interview and it is based on the principle that recently demonstrated behaviour in a given situation is most predictive of how a candidate will perform in future.

3. Tell us about a situation that demonstrates your ability to identify and expand on a learning opportunity with a child and the steps you took to ensure it was successful?

OR Describe a routine based plan that you designed and implemented to address a specific child's need?

(Child Development and Care: Listen for and assess experience or potential for developing, implementing, enhancing and evaluating programs that facilitate the development and behaviour of children; supporting the holistic development of children; meeting health welfare and safety needs of children; implementing an inclusion policy, guiding children's behaviour to support development and protecting children from physical and emotional harm)

4. Describe a time when you needed to use behaviour guidance with a child who was displaying undesirable behaviour. What was the situation and how did you handle it?

OR Tell us about a time when a child shared information with you that you felt compelled to act on to ensure the protection or safety of the child?

(Child Development and Care: Listen for and assess developing, implementing, enhancing and evaluating programs that facilitate the development and behaviour of children; supporting the holistic development of children; meeting health welfare and safety needs of children; implementing an inclusion policy, guiding children's behaviour to support development and protecting children from physical and emotional harm)

3 For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

5. Give us an example of a time when you needed to work with a colleague to ensure you were providing proper and adequate care for a child?

OR Tell us about a time when you were proud of your ability to help a child learn?

(Child Development and Care: Listen for and assess developing, implementing, enhancing and evaluating programs that facilitate the development and behaviour of children; supporting the holistic development of children; meeting health welfare and safety needs of children; implementing an inclusion policy, guiding children's behaviour to support development and protecting children from physical and emotional harm)

6. Tell us about a time when you were responsible to maintain records? What skills or strategies did you use to maintain timely and accurate documents.

(Record Keeping: Listen for and assess experience participating in maintaining complete and accurate HR files in accordance with licensing requirements to insure successful licensing inspections; tracking all staff training and development and related budgets; supervising ECE records to ensure accurate and timely compliance with legislation and regulation (attendance, accident and incident reports, cleaning procedures, ill health, medical procedures and administration of medicine, children's records, maintenance, safety checks, child's daily log, daily communication log and daily program planning book)

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7. Tell us about a time when you identified a safety concern at work?

OR Describe a situation where you learned about safety at work and how you used that knowledge in your job?

(Equipment and Facilities: Listen for and assess experience in ensuring a safe and healthy environment; assess risk and develop emergency procedures; respond to facility emergencies; manage health practices; ensure safe food handling; manage facility, site and equipment repair and maintenance; and ensure compliance with building regulations and codes)

8. Describe a time when you helped a child’s parent or family solve a work related issue or concern?

OR Describe a time when you provided child care information to a parent or family?

(Family and Community Relations: Listen for and assess experience in creating a family-friendly environment; supporting a culture of respect for families; promoting family involvement; providing resources and referring families to external resources; creating and maintaining community links; advocating on behalf of quality early childhood education and care and establishing partnerships with external resources)

5

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10. Tell us about a time when you needed to work as part of a team to accomplish a task. What was your role, what did you do and what was the outcome?

OR Tell us about a challenging parent concern and how you approached it?

(Professional Relationships and Personal and Professional Development: Listen for and assess experience in working as a member of a professional team; professional conduct; work/life balance; participation in professional development and advocacy for the profession)

11. Tell us about a time when you were required to deal with a conflict at work? What happened, how did you approach it and what was the outcome?

OR Tell us about a time when you were required to deal with a difficult problem at work? What happened, how did you approach it, and what was the outcome?

(Skills, abilities and personal characteristics: Listen for and assess experience in multi-tasking, time management, organizational abilities, verbal and/or written communications, flexibility, diplomacy, creativity, enthusiasm and patience)

12. Tell us about a time when you needed to change your plans at work on short notice?

OR Tell us about a work situation where you needed to juggle several tasks at the same time? What were the tasks and how did you set priorities and deal with the situation?

(Skills, abilities and personal characteristics: Listen for and assess experience in multi-tasking, time management, organizational abilities, verbal and/or written communications, flexibility, diplomacy, creativity, enthusiasm and patience)

7 For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
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13. What do you believe are the top three strengths you bring to this position?

14. What are your priority development areas?

15. The annual salary for this position is \$X. Does this meet your annual salary expectation for this role?

16. This position requires the ability to lift up to 60 pounds? Are you able to safely and successfully meet this requirement? _____

Step 4 – Candidate Opportunity to Ask Questions

Give the candidate an opportunity to ask questions about the job, child care centre, or any other relevant matter. Take notes on the candidate's questions.

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