

## Interviews

Interviews are used to evaluate whether applicants possess qualifications, personality, poise, ability to communicate, and general "fit" with the organization.

In addition to understanding the specific job-related skills and knowledge the applicants possess, the employer can also gauge the applicant's motivation and whether their interest in a particular job is based on realistic knowledge of its content.

The interviewer also learns what the applicant has done in the past, how they value their accomplishments, and how they relate these experiences to career interests.

### CONSIDER USING BEHAVIOURAL BASED INTERVIEWING

Behavioural Based Interviewing is a technique in which the candidate can demonstrate their potential for success in the new job by providing specific examples of how they handled similar situations based on their experience. "Past behaviour predicts future performance".

If questions are asked with this technique in mind, candidate have an opportunity to explain a *situation* or *task*, they can tell you what *action* they took, and what the *result* was (S.T.A.R).

### PROHIBITED GROUNDS OF QUESTIONING IN ONTARIO

Avoid potential for discrimination by focusing questions based on what is relevant for the job. Be aware of the Ontario Human Rights Commission prohibited grounds of questioning: Age	Place of origin	Gender expression
Ancestry	Creed	Receipt of public assistance
Colour	Disability	Gender identity
Race	Family status	Ethnic origin
Ethnic origin	Gender identity	

Bone Fide Occupational Requirements are exceptions and should be proven to be reasonable and acceptable (legal/industry/occupationally accepted standards). For example, colour vision in the case of a safety requirement for an occupation; specific licensing requirements e.g., Class DZ

## **INTERVIEWER TIPS**

- Read the candidate's resume before the interview
- Outline the interview structure for the candidate
- Ask behavioural based interview questions
- Consider your role is to frame and lead the conversation
- Continue professional courtesies - be on time; be prepared
- Observe non-verbal signals

See the **Interview Template**.

## **INTERVIEW QUESTIONS**

- Limit the number of questions asked to 8-10 questions. This allows the interviewee sufficient time to answer the questions in depth for one-hour interviews.
- For this resource, interview question samples are listed by the following positions and categorized by general, administrative, and scenario-based questions:
  - Supervisor
  - Educator/Teacher
  - Enhanced Program Support Staff/Enhancement Staff
  - Cook

## **SUPERVISOR**

### **GENERAL QUESTIONS**

Why are you interested in the position of Child Care Supervisor?

How do you find that your values align with our mission? How does it fit into your idea of what a curriculum should be?

Please describe your personal child care philosophy to us. How does it relate to good child care practices?

Please share with us 3 qualities that best describe your personality and work habits. How do you see these attributes as being beneficial?

Explain why you have applied for this Supervisor/Lead position. How does it fit in with your personal and professional goals?

If you were hiring for this position, what are some of the skills that you would be looking for in a candidate?

What kind of Supervisor do you strive to be? What areas do you feel you will need support in if you were to become the Supervisor?

Everyone has strengths and skills they know they can improve on. What are your strong points and what is something that you would like to work on?

Give us an example of when you felt the greatest sense of achievement.

Describe a team experience you found rewarding and why?

Describe a team experience you found disappointing. What could you have done to create a more positive outcome?

As Supervisor or lead staff, you may be on call to support the staff and may occasionally put some extra time and effort into the job. How do you feel about these expectations that will be placed on you?

Can you describe your experience with adhering to the Child Care and Early Years Act, licensing requirements (such as allergy lists, playground inspections, menus, organizing and implementing fire drills)?

### **ADMINISTRATIVE QUESTIONS**

Tell us about a time that you reported a serious occurrence. What steps did you take?

What experience do you have with creating or implementing policies and procedures such as staff/child ratios, behaviour management, program planning, fees, health, and safety?

What computer programs are you experienced with? What programs would you like more training on? What experience do you have with external communications including newsletters, letters, and posting content to a website and social media?

Tell me about your experiences with maintaining a budget. Have you had to deal with a budget that has a deficit? What were some measures that you took to bring the budget back into line?

Describe to us the experience you have with planning and organizing special events like concerts, fundraisers, field trips and parties?

Describe how you prioritize your time to complete daily, weekly, and monthly tasks.

## **SCENARIO QUESTIONS**

Tell us a time when you mentored a colleague or student. What strategies did you use? Did you have any challenges? What was the outcome?

Tell us of a situation where you acted as a mediator to solve a problem between two staff members.

Tell us about a time when you had to deal with an uncooperative adult (angry parent) and what you did to gain their co-operation? Reflect on what worked and what did not. What would you do differently next time?

Tell us about a time that you had to have a hard conversation with a staff member that you were supervising. What steps did you follow to deal with the problem?

Describe a time that you were part of a well-functioning team. What contributed to it to make it function well?

This position supervises the child care centre as well as supporting the Before and After School programs. What approach would you take to supervising the Before and After School programs since you are not always on site?

Here is a scenario: A parent has not communicated accurate information regarding their registration, billing, authorized pick up, schedule, however, they continue to use the program. This parent has become very defensive in the past regarding these issues. Have you ever had to handle a similar situation? Please explain what steps you took to deal with this situation.

How will you lead your team by seeing the bigger picture? (To get them on board and to get them excited).

Describe a time when you didn't handle a situation as best as you could. Describe the situation, how you addressed it, and what you would do differently.

Should you receive the position of designate in training, how would you be able to take on the role of the supervisor for short periods of time, then transition back onto the floor? Give some clear examples of how you could do this effectively while maintaining a positive work environment for all the staff.

## **EDUCATOR**

### **GENERAL QUESTIONS**

What did you do to prepare for this interview?

What makes a job interesting for you?

What specific skills do you feel you would be bringing to the team?

Tell us what you know about our organization, programs and what prompted you to apply?

During your schooling and education, did you learn about “emergent curriculum”? How would you encourage other staff to follow a more “emergent curriculum”?

Describe your personal understanding of how to effectively support a child that is experiencing a variety of behaviours. Provide an example of a time when you felt you were successful.

How do you deal with the decision-making process especially if a decision conflicts with your personal values?

Positivity is important to creating a strong team. How can you contribute to the positivity at the centre?

Describe how you work in a team situation.

Do you have experience working with children with developmental needs?

Why should we hire you? What sets you apart from the other candidates?

Tell me how your experience in your current job will benefit this job?

How would you describe your working relationship with your supervisor? How do you think your supervisor would describe their working relationship with you?

If you are the chosen candidate, what challenges do you foresee in this position?

What’s something that people often get wrong about you?

What values do you think are important to bring to this role?

What is your understanding of the Ministry of Education’s How Does Learning Happen? Ontario’s Pedagogy for Early Years.

What have you learned since the start of Covid-19 pandemic that you can bring to your role as an educator?

Are you able to perform the specific duties of this position?

Is there anything you want to tell us that we haven't asked? Do you have any questions for us?

Are you able to work varying shifts as per the hours of operation?

### **ADMINISTRATIVE QUESTIONS**

How do you prioritize your daily, weekly, and monthly responsibilities?

What computer programs are you experienced with? What programs would you like more training on? What experience do you have with external communications including newsletters, letters, posting content to a website and social media?

### **SCENARIO QUESTIONS**

Picture your perfect day at work. What are the things that motivate you?

Please tell us about your experience and education related to this position.

Tell us about your experience developing and delivering age-appropriate child care programs that worked well and one that you had to modify.

Describe a situation in which you had to arrive at a compromise. What steps did you take? What was the result?

All jobs have their frustrations and challenges. Describe an example of specific job conditions, tasks or assignments that has been dissatisfying to you. What did you do?

Give an example of a time in which you were able to build motivation in your team.

If a child refuses to eat, sleep, or go outdoors, how would you handle it?

Have you worked as a leader in a group to achieve a goal? What was the most challenging aspect of that work?

A parent arrives to pick up their child, you need to tell the parent about a situation that occurred at the childcare that day involving their child. However, this parent has become very defensive in the past regarding issues that were brought to their attention. Explain what steps you would take to deal with this situation.

You were asked to bring along a children's book with you. Please read it to us how you would to a group of children.

Photo Discussion (Supervisor to choose a photo for this part and create questions)

Example: "You were sent a photo and asked to answer some questions and send back

your answers in written form”. Examples of questions: How does this photo make you feel?

What learning opportunities do you think could be happening during this play experience?

Please create documentation based on the photo. *(Provide picture of your choice)*

## **ENHANCEMENT PROGRAM SUPPORT STAFF/ENHANCEMENT STAFF**

### **GENERAL QUESTIONS**

Tell us about yourself.

What interests you about this position?

What do you like most about working with children?

Have you had experience working with a child who has a feeding tube, exhibiting seizures or has specialized equipment needs? If so, can you explain how you supported that child?

What has been a hard decision that you have had to make in the workplace and how did you make the decision?

Is there anything that you would like to tell us that we have not asked?

### **ADMINISTRATIVE QUESTIONS**

What training have you had that will benefit you when working in this position?

What training would you like more of?

How do you prioritize your daily, weekly, monthly responsibilities? (Planning and organizing skills)

### **SCENARIO QUESTIONS**

Tell us about a position you held where you worked with children that had developmental needs. What did you find rewarding and what did you find challenging?

How would you integrate a child with developmental needs into a childcare program daily?

Explain how you will implement program activities outlined in the child's Individual Support Plan or Goal Plan?

Describe how you will work co-operatively with childcare staff to facilitate the inclusion of a child with developmental needs into the daily routine of the child care centre.

## **COOK**

### **GENERAL QUESTIONS**

Take a few minutes to tell us about yourself, and your background, both education and work experience and how they make you a great candidate for the position of cook?

What interests you about this position? Why did you apply? Why are you looking to leave your current position?

Tell us about your experience working in the food industry-specifically preparing food for large groups.

What makes a job interesting for you? (Job motivation)

What techniques do you use to make good decisions? (Decision-making skills)

What is the toughest decision you had to make in your current job? Tell me about it. (Judgement)

Why should we choose you for this position? What separates you from the rest?

Are you able to perform the specific duties of this position?

### **ADMINISTRATIVE QUESTIONS**

How do you prioritize your daily, weekly, monthly responsibilities? (Planning and organizing skills)

What methods or techniques do you use to help manage your time?

### **SCENARIO QUESTIONS**

Describe a difficult employee relations issue you were involved with and how you managed it. (Team building, problem-solving)

Tell us what a typical meal plan would look like for a group of children.



What kind of working relationship with their manager would allow the candidate to thrive?

Please comment on the candidate's attention to detail.

How would you rate this person's ability to coordinate a program?

How were the candidate's office equipment operation capabilities?

Would you rehire this candidate? Please provide reasons why/why not?

If you needed to fill this position described in the job advertisement, would you hire this person?

Are there any additional comments you would like to make about this candidate?

The prospective employer may wish to contact you for further information. If so, when would be the best day/time for them to contact you?