

***P.E.I. PUBLIC SERVICE COMMISSION  
HIRING PROCESS and the INTERVIEW  
(Hand Out)***

***The P.E.I. Public Service Commission is contracted to perform staffing and recruitment duties within the health system.***

***Three key messages***

1. Competitive Process
2. You must be prepared
3. You must know what you have to offer the position

**Session Outline**

- Staffing Process
- The Interview
- How to Best Prepare for the Interview

**Staffing Process**

- Job Vacancy
- Advertisement
- Application
- Screening
- Interviews
- References
- Verbal Job Offer
- Notice to Unsuccessful Applicants

**The Interview**

**Purpose of the Interview:**

This is an opportunity for the board to get to know you and what you have to offer the job.

It is a tool we have that ensures fairness and consistency in the hiring process. For example the questions are developed in relation to what the job duties would be even before the candidates are considered. The candidates are asked the same questions, in the same order, by the same board member and all candidates are evaluated using the same rating system. The reference is another tool we use to inform the board of the candidate's past work performance.

## **What to Expect in the Interview:**

Staffing Officer will come to get you in the waiting room and introduce you to the other board members. The number on the board can vary, usually it would be 2-3 people which includes the staffing officer who will outline the format of the interview so that you will know what to expect i.e. the board will be writing your answers to ensure they are accurately recorded, interview will be conducted in an informal and flexible manner, feel free to ask and questions, if you think of anything you want to add you can always go back, we might ask if there is anything else, we just want to ensure you have completed your train of thought before we move on to the next question.

Then the Staffing Officer will begin by asking you to discuss your education and experience as it relates to the position. It is beneficial to include any short courses, workshops, seminars that you may have taken, as this could give you extra points in the education category of the interview.

You may refer to your resume during the interview to ensure that you are offering accurate information. It is not a test, and sometimes when you are in an interview situation it is difficult to remember dates and times because you may be nervous, so if having this information written down is helpful, be sure to do that.

The remaining board members will each have a block of questions and the Staffing Officer will have the last block of questions and complete the interview with a wrap up. This consists of asking the candidate for their references, if they have any questions or anything else they would like to add.

## **Types of Questions to Expect:**

The questions you can expect to be asked under each of these categories:

Education: You will be asked to review your education as it relates to working in this position. Please include any other formal education you may have that is related to the field as well as workshops, seminars, which are not part of your formal education.

Experience. You will be asked to review your work experience as it relates to this area. Please include any employment that you feel is relevant even though it may not be in this field.

Knowledge: You will be asked questions which will allow you to demonstrate your knowledge as it relates to the position. The interview is not the time to keep your answers short and sweet. You must provide enough information so that the board can get to know you and what you will bring to the job.

Interpersonal/Communication: You will be asked questions that allow you to demonstrate how you work and communicate with others.

Decision Making: In this category, you will be asked scenario-type questions. These questions are designed to have you demonstrate how they assess a situation, use their judgement and how they arrive at a decision.

Organizational: You must be prepared to explain how you organize yourself at work. You may also be given situational questions that are designed to allow you to demonstrate this.

**IMPORTANT - Make a conscious effort to control nervousness.**

Most people see nervousness as the biggest obstacle to interviews. Nervousness occurs when we are under stress - it is a natural, physiological response when our body produces adrenaline to give us extra energy to help us meet a challenge.

Try to be relaxed - but don't lose all your tension. Make the "jitters" work for you !!!

Feeling as though you have done everything you can to **prepare** is the best way to reduce feelings of nervousness in the interview.

**What does being nervous do to you ?**

- Heart beating fast
- Red face/neck or turning pale
- Sweating /warm
- Dry mouth
- Shaking
- Twitching /fidgeting
- Mind goes blank
- Snuffing
- Poor eye contact
- Giggling
- Others ???

**What can you do about it ?**

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**How to Prepare For the Interview:**

- How can I prepare?

A job interview is similar in ways to a social conversation, however it requires more than just conversational skills. How well you do in a job interview will depend on how well you prepare.

- **Know the details of the interview.**  
Know the exact place and time of the interview and one of the interviewer's full name. Plan to arrive at least 10 minutes early. Allow extra time for traffic and parking. Find out who will be conducting the interview.
- **Contact your references** to ensure you have their current phone numbers and to make sure they are aware that they may be called for a reference.
- **Ensure your resume is updated and review it!**
- **Find out as much as you can about the job and the employer!!**

Research the job by doing the following:

You must know the job and the general expectations of the employer/facility/unit ie. the patient needs, common illnesses, programs and services offered.

Read anything you can get your hands on i.e. teaching materials, legislative act, pamphlets or any programs offered by the employer, website of the employer if applicable, annual report/publications. Become familiar with the employer i.e. services and programs they offer, the clients that they serve.

Anticipate the questions that may be asked in the interview based on the information you have collected on the position.

Prepare your answers for the questions and practice your responses because waiting to say them out loud in the interview is too late!

Reinforce positive thoughts about your interview i.e. picture yourself having confidence in the interview.

Know your strengths and what you have to offer the position, be ready to relate your education and experience to the position that you are applying for. The best way to do this is to perform a **self-assessment** on yourself.

## ***Self-Assessment***

Purpose of the interview is for the board to get to know you and what you have to offer this position. Self awareness is very important because you need to know yourself very well first before you can describe to someone else who you are and what you have to offer.

Therefore, you must know your strengths and be able to demonstrate how these strengths benefit the position you are applying for.

To market a product you must first know it well and believe in its value. It is the same thing with presenting yourself in the interview. How can you convince the board of your strengths if you are not clear on these yourself??

### **The power to perform in the interview is in your hands!!!**

If you have any questions regarding the staffing process, please contact one of the following Staffing Officers of the Public Service Commission:

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