

Nurse Selection Criteria and Potential Example Response Guide.

Things to consider when preparing your application:

We encourage you to apply for roles relevant to your experience, skills, qualifications and interests. To be considered with an application for a healthcare/aged-care/individual support role in Australia:

- Review the role description to gain a broad and in-depth understanding of the role
- Consider if you are the right person for the job
- Determine if you possess any mandatory qualifications and professional registrations that may be required of the role and the willingness to work towards achieving these to comply.

The final interview is after a selection panel makes a short listing selection with the chairperson leading to make the final decision.

Preparing your application

Preparing an application that best represents you and what you can offer is essential. An ideal application will demonstrate why you are the best person for the job and how your experience, abilities, knowledge and personal qualities are relevant to the role. The requirements for your application are detailed in various sections of the role description. Hiring managers will always request a copy of your resume as part of an application process that aligns with the job scope shared.

With nursing and health care positions, education and experience are essential, but they are not the only factors employers consider. Employers also look for specific critical selection criteria that demonstrate a candidate's ability to perform the role effectively. As with any interview, following the STAR method when responding is often recommended. The STAR method is structured to respond to behavioral-based interview questions by providing the specific Situation, Task, Action, and Result of the particular scenario. This article will go beyond education and experience and provide insight into the critical selection criteria for nursing positions, along with example STAR responses.

1. Communication & Interpersonal Skills

Effective communication and interpersonal skills are critical in the nursing profession. You must communicate clearly and concisely with patients, their families, and other healthcare professionals. Additionally, forming solid relationships with others is vital in building trust and providing the best patient care. Employers will seek evidence of your communication and interpersonal skills during the interview.

Example response:

- **Situation:** While working as a nurse in a hospital, I was faced with a patient who was non-verbal and unable to communicate their needs.
- **Task:** I needed to assess their condition and administer medication.
- **Action:** I used non-verbal communication techniques, such as gestures and facial expressions, to understand their needs and communicate with them effectively. I also formed a rapport with the patient by talking to them in a calm and reassuring tone.
- **Result:** The patient received the necessary treatment and was much more comfortable. The patient and their family also expressed gratitude for my compassionate and empathetic approach.

2. Compassion & Empathy

Compassion and empathy are vital traits for nurses as they must be able to understand and connect with their patients. This requires listening, understanding, and responding to patients' emotional and physical needs. Nurses must show compassion and empathy towards their patients and provide comfort and support.

Employers are looking for nurses who can demonstrate their compassion and empathy skills and show that they can connect with and understand their patients. They want to see that you are genuinely concerned for your patient's well-being and can provide comfort and support. They also want to know that you can maintain a professional demeanour and provide care respectfully and empathetically.

Demonstrating your compassion and empathy skills shows that you are a caring and empathetic nurse who can understand and connect with your patients. You also show that you can provide comfort and support to your patients, which is essential for high-quality patient care. Your compassion and empathy skills demonstrate your commitment to providing patient-centred care and helping your patients feel supported and understood.

Example response:

- **Situation:** I was working in a hospice where a patient was in their final stages of life.
- **Task:** The patient was in much pain, and their family was upset and worried.
- **Action:** I listened to the patient's concerns and comforted and reassured them and their family. I also communicated closely with the patient's physician to manage their pain appropriately.
- **Result:** The patient was able to pass away peacefully, and the family felt comforted knowing that their loved one was not alone. They also expressed their appreciation for my compassionate and empathetic approach.

3. Teamwork

Nursing is a team-oriented profession, and it is vital to work well with others. This involves collaborating with other healthcare professionals, such as physicians and nursing assistants, to provide the best patient care. Nurses must be able to work towards a common goal and support their colleagues while taking initiative and leading when necessary.

Employers are looking for nurses who can demonstrate their teamwork skills and show that they can collaborate effectively with others. They want to see that you have a positive attitude, support your colleagues, and work well under pressure. They also want to know that you can take the initiative and lead when necessary, which is essential for providing high-quality patient care.

Demonstrating your teamwork skills shows that you are a collaborative and supportive nurse who can work well with others. You also show that you can take the initiative and lead when necessary, which is essential for providing high-quality patient care. You demonstrate your commitment to teamwork and collaboration, which is critical for ensuring the best outcomes for your patients and the success of the healthcare team.

Example response:

- **Situation:** I was working on a busy medical-surgical unit where the staff was stretched thin.
- **Task:** I needed to ensure that all my patients received the care they needed promptly.
- **Action:** I worked closely with my fellow nurses and nursing assistants to prioritise patient care, delegate tasks, and provide support when needed. I also communicated openly with the physician to ensure everyone was on the same page.
- **Result:** We provided the best care for our patients and maintained a positive and productive work environment. The unit received positive patient and family feedback for our teamwork and collaboration.

4. Quality Improvement

Quality improvement is essential to nursing as it helps ensure that patients receive the best care possible. It involves identifying areas for improvement and implementing changes to improve the quality of care. This could include improving patient outcomes, reducing errors, increasing patient satisfaction, or improving efficiency.

Quality improvement requires a systematic approach, collaboration, and an ongoing commitment to continuous improvement. Nurses play a vital role in this process as they are often on the front lines, working with patients and providing care. By being involved in quality improvement initiatives, nurses can positively impact patient outcomes and contribute to the overall success of the healthcare organisation.

Employers will be looking for evidence of your ability to identify areas for improvement, implement changes, and monitor the results during the interview. They want to see that you are committed to providing the best care for your patients and are proactive in seeking ways to improve the quality of care.

Example response:

- **Situation:** I was working in a hospital where the discharge process was taking longer than it should.
- **Task:** I needed to find a solution to improve the discharge process for patients.
- **Action:** I analysed the current process, identified areas for improvement, and made suggestions for changes. I also collaborated with the rest of the nursing staff and physicians to implement the changes and monitor the results.
- **Result:** The discharge process was streamlined, and patients were discharged faster, which improved their experience and satisfaction. The hospital also received positive feedback from patients and their families for the improved discharge process.

5. Continuous Professional Development (CPD)

Continuous professional development is essential for nurses, as it helps them to stay up-to-date with the latest developments in the field and maintain their competency. Employers seek nurses who are committed to their ongoing professional development and have a strong desire to learn and grow. By demonstrating a commitment to CPD, nurses show they are dedicated to providing the best care for their patients and are interested in staying current in their field.

Example response:

- Situation: I was working as a nurse and wanted to further my knowledge in a specific area of nursing.
- Task: I needed to find ways to continue my professional development.
- Action: I researched and attended conferences, workshops, and courses related to my interests. I also sought out mentorship opportunities with experienced nurses.
- Result: I expanded my knowledge and skills in my area of interest, which helped me provide better care for my patients. My peers and supervisors also recognised my commitment to continuous professional development.

6. Problem-Solving

Problem-solving is crucial for nurses as they often face complex and challenging situations in their daily work. It requires critical thinking, effective communication, and the ability to identify and analyse problems and find solutions. Nurses must be able to make informed decisions, prioritise tasks, and work effectively under pressure.

Employers are looking for nurses who can demonstrate their problem-solving skills and show that they can handle challenging situations calmly and effectively. They want to see that you can think creatively and develop innovative solutions to problems. They also want to know that you can make decisions that benefit your patients, team, and the organisation.

Demonstrating your problem-solving skills shows you are a competent nurse who can handle complex and challenging situations and make informed decisions. You also offer that you can think critically and creatively, which is essential for providing high-quality patient care.

Example response:

- **Situation:** I was a nurse in a busy emergency room where a patient was in critical condition.
- **Task:** I needed to find a solution to provide the best care for the patient in a limited amount of time.
- **Action:** I assessed the patient's condition, gathered relevant information, and considered multiple options for treatment. I then collaborated with the physician to determine the best course of action.
- **Result:** The patient received the necessary treatment, and their condition stabilised. The patient and their family also expressed gratitude for my quick thinking and practical problem-solving skills.

7. Legal Understanding *(albeit you are applying for Australian Roles, the regulator approvals you do not have; however, your response will show that you have gained the necessary qualifications, skills, competencies and registrations in your jurisdiction and perhaps others, plus committing willingness to achieve this essential regulatory registration through the support of EDUK8U TVET School Asia and Workready Asia to comply)*

Legal understanding is essential to nursing, as nurses must be aware of and adhere to the laws and regulations that govern their practice. This includes understanding the laws and regulations concerning patient privacy, informed consent, and medical ethics. Nurses must also be aware of the legal implications of their actions and understand how to handle difficult and complex legal situations.

Employers are looking for nurses who understand the laws and regulations that govern their practice and can demonstrate their ability to apply this knowledge in their daily work. They want to see that you are committed to upholding the ethical and legal standards of the nursing profession and can make informed decisions that align with these standards.

Demonstrating your legal understanding shows that you are a responsible and ethical nurse committed to providing high-quality patient care. You also show that you know the laws and regulations governing your practice and can handle difficult and complex legal situations professionally and responsibly.

Example response:

- **Situation:** I was working as a nurse and was faced with a situation where a patient's privacy was in question.
- **Task:** I needed to ensure that the patient's privacy was protected.
- **Action:** I consulted the relevant laws and regulations and determined the appropriate action. I also kept the patient informed of the situation and their rights.
- **Result:** The patient's privacy was protected, and the hospital could comply with the relevant laws and regulations. The patient also appreciated my understanding of their rights and privacy protection.

Are you the right person for the job?

You will be assessed on your ability to demonstrate a range of key personal attributes, capabilities, knowledge and experience within the context of the role's responsibilities of the domains of practice and specialist clinical knowledge.

Domain 1 - Clinical

- Demonstrated beginning to comprehensive knowledge of contemporary nursing practice within a hospital environment and the ability to apply sound professional judgement to manage patient-centred care requirements appropriately.
- Demonstrated self-management and self-organisational skills, including problem-solving and professional engagement in change management to achieve organisational goals.

Domain 2 - Education

- Maintains a professional development profile and facilitates an environment that encourages lifelong learning, mentoring and support for colleagues

Domain 3 - Leadership

- Demonstrated ability to communicate professionally and effectively across the health continuum, supporting positive organisational behaviours and relationships.

Domain 4 - Support systems

- Demonstrated beginning to comprehensive knowledge of information management tools, including using patient and staff information systems appropriate to the position.

Domain 5- Research

- Commitment to quality and safety processes and evidence-informed practices.

Selection Interviews

The selection panel may choose to conduct interviews.

Before your interview or participation in another assessment method, such as work-based demonstrations, you should review the role description to ensure you fully understand what the panel will be looking for.

The selection panel may ask you to discuss how your experience, skills and career interests match the requirements outlined in the description.

Interviews provide you with the opportunity to:

- Outline how your experience is relevant to the role
- Discuss how you meet the requirements of the role
- Indicate how you would respond to situations that may arise if you were working in the role
- Describe your previous achievements or responses to situations relevant to the role, including examples of your previous work. This may also include your personal qualities and potential for development.

Probity Checks

Your information will be verified as genuine and correct upon final selection. This includes confirming your qualifications or previous employment details through external audit and forensic firms. Where information received that is uncovered during a forensic review varies from what you have provided, clarification from you will be required.

Any statement in an application that is deliberately misleading will result in disqualification from further consideration. Once you are selected and employed for deployment, it may be grounds for disciplinary action and dismissal.

Criminal History Check

Criminal history checks are a routine part of the pre-employment screening process that we carry out. Rigorous policies and procedures are in place to safeguard the public and our team members.

Working with Children Check

For some of our roles, you must be deemed suitable to work in child-related employment in accordance with the relevant acts such as:

- Commission for Children and Young People Act 2012.
- Children, Youth and Families Act 2005.
- Child Wellbeing and Safety Act 2005.
- Commission for Children and Young People and Child Guardian Act 2000 (Qld).

The employer is responsible for applying to the Commission for a suitability notice for all applicants recommended for these roles.

Aged care / Health care Employment Checks

A criminal history check is undertaken for all roles that provide aged care services. We must ensure that team members and other persons engaged in aged care services meet the National Police Certificate requirements of the Aged Care Act 1997 (Cwlth) and that they are not disqualified from aged care services roles because of certain criminal convictions.

Additional checks are undertaken for the management and above roles in aged care facilities, identified as 'key personnel' for the Aged Care Act 1997 (Cwlth). The Act requires that a person cannot be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

Tuberculosis (TB) Screening

From 9th December 2019, all new employees must be assessed for their tuberculosis (TB) risk.

In summary, education and experience are essential factors in nursing positions, but they are not the only factors employers consider. Employers also look for evidence of key selection criteria such as communication and interpersonal skills, compassion and empathy, teamwork, quality improvement, continuous professional development, problem-solving, and legal knowledge.

Nursing candidates need to understand these criteria and be able to provide examples of how they demonstrate them during the interview. By following the STAR method and articulating your experiences and accomplishments, you can show the interviewer you possess the skills and qualities necessary for a successful nursing career.

So, when preparing for a nursing healthcare role and selection process, take the time to reflect on your experiences and think about how you can demonstrate these key selection criteria. Show the selection committee and interviewers that you are a well-rounded, competent nurse committed to providing the best patient care.

Good luck!