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| **INTERVIEW QUESTIONS Template** |  | **Optometrist** |

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| GUIDE | CONTENT |
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| Part 1 | **Introduction** A well-structured interview helps: | Ensure that questions are asked that extract meaningful responses from candidates |
| Provide a more enjoyable experience for both the employer and the candidate |
| Allow the candidate to demonstrate a cultural alignment with the business they seek to join |
| Enable the candidate to demonstrate their technical expertise |
| Provide confidence in the hiring decision |
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| Part 2 | **How to use the template**The template is divided into 4 sections | Interview Opening |
| Introductory Questions |
| Job Related Questions |
| Candidate Evaluation |
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We have included some sample questions in this template. We encourage you to add your own questions that are relevant to your working environment and add, edit or delete our templated questions as required for your practice.

You can refer to our Interview Questions Bank for a detailed list of questions to choose from but creating your own questions relevant to your practice environment and the role you require to be performed will help make the interview more meaningful and will support you further in your decision-making processes.

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| Part 3  | The STAR methodology of eliciting answers from candidates.Candidates who research how to prepare for an interview are taught how to respond using the STAR methodology | STAR requires interview questions to be answered by explaining the situation the candidate was experiencing, the task they were executing, the exact actions they took and the result of those actions. This is demonstrated below: |
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It means that interviewers should ask open ended questions that elicit behavioural responses using phrases like:

* Describe a situation when you…
* Tell me about a time when…
* What were the circumstances surrounding…?
* Explain how you…

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| **Candidate Details** |
| **Candidate Name:** |  | **Interviewer Name(s)** |  |
| **Position** | **Optometrist** | **Date & Time** |  |

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| 1. **Welcome candidate & introduce yourself**
 | 1. Outline the interview process
 |
| 1. **Describe the practice history, culture & environment & Why Choose Us**
 | 1. Explain about the job
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**Introductory Interview Questions**

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| **Understand the Candidate** |
| What attracted you to this position with us? Why our practice?  |
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| How does this role fit your long-term career goals? What are you looking to develop for your long-term career goals? |
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| *Explain YOUR practice values. Ask:* Which of our practice values resonates the most with you? Can you provide an example of how that would apply in the workplace? |
|  |
| A good work ethic is important in a small business like ours. How would you describe your own work ethic and what examples can you provide to support that? |
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| If I asked someone who knows you well in life to describe you in 3 adjectives, what would they be? Could you select one of those adjectives and explain how that description would be relevant to you in our workplace? |
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**Questions Addressing Key Components of the Role***Select one question to ask from each of the three options presented for all candidates.*

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| **Cultural Fit**  |
| 1. What sort of ethics or values do you uphold in your work?
2. What actions have you taken in your role to ensure that people you work with feel a responsibility towards the community and the environment?
3. Describe a situation where you had to promote or defend diversity.
 |
| Situation/Task | Action | Result |
|  |  |  |
| **For Situation/Task:**Describe a situation when…Why did you…?What were the circumstancesSurrounding…?What were you reacting to? | **For Action:**Exactly what did you do?Describe specifically how you did that.What did you do first? Second?Describe your specific role.Walk me through the steps you took. | **For Result:**What was the result?How did it work out?What happened as a result?What feedback did you receive? |

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| **Team Player**  |
| 1. Describe a situation where it was important that you identified and understood the needs of others (could be either a colleague or a customer/patient).
2. Give me an example of when you had to be particularly supportive to others.
3. Tell me about a time when you had to adapt your own style to work effectively with others in a team.
4. Give me an example of how you would hand over to an optical dispenser with a patient who has (FILL HERE DISEASES/CONDITIONS).

Expectations: Shows ability to communicate well, work as a team and shows confidence in their recommendation when explaining to patients & team members |
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| **Customer Service**  |
| 1. Describe a time where you have gone out of your way to help a customer and delivered service that was above & beyond what is normally expected. What did you do and what was the result?
2. Explain how you have previously handled customer complaints or frustrations and left the customer feeling satisfied.
3. Please explain what “excellent customer service” means to you and how you deliver it.

Expectations: Show that as an optometrist they can be empathetic of the patient/client’s situation |
| Situation/Task | Action | Result |
|  |  |  |
| **For Situation/Task:**Describe a situation when…Why did you…?What were the circumstancesSurrounding…?What were you reacting to? | **For Action:**Exactly what did you do?Describe specifically how you did that.What did you do first? Second?Describe your specific role.Walk me through the steps you took. | **For Result:**What was the result?How did it work out?What happened as a result?What feedback did you receive? |

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| **Following Instructions** |
| 1. Can you tell me about a time when it was essential that you followed clear policies or procedures?
2. Tell me about a time where attention to detail was important to getting your job done
3. Describe a situation when you saw someone doing something that did not meet the practice standards. What did you do and what was the outcome?
 |
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| **Work Related Learning** |
| 1. Tell me about a time when you had to learn about a new technique quickly.
2. Give me an example of how you maintain up to date clinical knowledge at the forefront of the optical industry.
3. When have you learnt from receiving feedback from colleagues or customers? How have you implemented the feedback into daily tasks?
4. What strategies or differentiation would you make within our practice or business to ensure that you are able to grow your patient base with us?

Answers might look something like: - difficult for grads to get patients in so volunteering to complete videos on practice website that explains specific eye diseases to increase exposure to clients. - speaking at a local primary or kindergarten school orientation day about importance of eye health might be suitable to help increase exposure to clients for paediatric optometristsExpectations: Answers should show that they are aware of evolving evidence based & contemporary approaches to practicing. e.g. Aware of new technologies like ortho-k and effectiveness from journals and discussions with colleagues.  |
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**Demonstration of Technical Skills**

We encourage that you discuss some common practice scenarios or case studies with the candidate. It gives them an opportunity to demonstrate their experience and how they might prescribe or give recommendations based on the scenario or patient. Consider the following:

1. In this scenario, your 14-year-old patient has myopia. You have been seeing the patient at approximately yearly intervals over the past four years. Over this time, the myopia has increased by approximately 0.75D at each visit. The patient’s father asks whether anything can be done to prevent further increase.
2. In this scenario, a 46-year-old Caucasian female patient in good ocular and systemic health and with nothing significant in her family history tells you that she heard about age-related macular degeneration on a radio program. She was worried about the possibility of acquiring this condition and would like to find out the likelihood of this happening. She later saw an advertisement in a magazine for nutritional supplements that can help prevent this from happening. How would you go about making a recommendation or resolving her concerns?
3. In this scenario, you have an 8-year-old child that cannot focus properly and appears to have binocular vision. What 3 techniques would be relevant in diagnosing this condition and how would you go about prescribing or recommending a solution to this condition?

What we want to see in the answers of these case studies:

* Justification of how the candidate would extract test information to prescription or recommendation
* Whether this prescription & recommendation is tailored to the requirements, needs or preferences of the client.

*Then ask a few additional questions. Consider asking a few from the list below:*

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| **Technical Skills** |
| 1. Describe your experience using (FILL HERE) equipment to determine (FILL HERE – e.g. ocular health, visual pathway, fields, eye movements, intraocular pressure, presence of glaucoma, diabetes or high BP)
2. Describe your experience using (FILL HERE) equipment e.g. visual fields and OCT. How do you explain to patients what you are doing?
3. There are often many options for a patient when it comes to prescribing solutions for their visual or optical problems, what questions do you ask to ensure that you are providing the right recommendations?
4. What do you do when a patient comes back after purchasing lenses or spectacles and complains that “they are not suitable or there has been no improvement in their vision”?
5. On a day where you may be busy with many patients scheduled, what would you do to ensure consistent quality service with each patient?
 |
| Situation/Task | Action | Result |
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**Demonstration of Supervisory Experience**

*Then ask a few additional questions. Consider asking a few from the list below:*

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| **Leading & Supervising** |
| 1. Tell me about a time when you managed a group of people in order to achieve an important outcome.
2. Give me an example of something you have done to bring out the best in another person.
3. In any team you will have team members who do not perform to expectations. Describe a situation where this may have occurred and how did you handle the situation?
4. In your experience, what is the key to developing a good team?

Expectations: Leadership capabilities & ability to help drive change |
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**Candidate Evaluation**

Evaluate the candidate as follows and score (X) accordingly

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|  | Excellent | Strong | Average | Weak |
| Strength of the candidates’ educational background (clinical placement e.g.country time, overseas aid, shows passion) |  |  |  |  |
| Strength of the candidates’ prior work experience (does not necessarily have to be in optometry)  |  |  |  |  |
| Candidates communication skills |  |  |  |  |
| Candidates job specific skills (experienced optometrist)  |  |  |  |  |
| Candidates match to practice Vision, Mission, Core Values & Culture |  |  |  |  |

Describe your overall impressions of this candidate, as well as any characteristics, behaviours or skills you believe would make them especially suitable for this role:

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| **Optometrist Additional Questions** |
| Can you give me three techniques to help maintain healthy eyesight? |  |
| What to listen for:* A blend of daily practices and regular eye screenings
* Confidence in their answer
* The ability to communicate clear directions that a patient could easily understand
 |
| What is yellowing of the eyes a symptom of?**What to listen for:*** The ability to diagnose jaundice.
* Knowledge of what can cause jaundice such as liver disease, hepatitis, and pancreatic cancer.
* Knowledge on the steps a patient should take when diagnosed with jaundice.
 |  |
| What is your procedure of prescribing glasses and ensuring a proper fit?**What to listen for:*** Expertise in diagnosing common eye problems
* Knowledge of various corrective lenses
* The ability to explain their reasoning behind their choices
 |  |
| Can you describe a time you dealt with a staff member at your clinic or practice that was behaving in an inappropriate or unsupportive way? What did you do?**What to listen for:*** Strong leadership skills
* An ability to be firm without being contentious
* Proficiency in problem-solving
 |  |
| How in the past have you worked with patients who disagreed with your assessment or treatment plan?**What to listen for:*** The ability to educate patients without arrogance or condescension
* A lack of blame
* Strong interpersonal skills
 |   |
| Tell me about a time you had to give a patient very bad news. What did you do or say?**What to listen for:*** The recognition that communicating bad news is an important part of their role
* The ability to address emotions of the patient or a loved one with empathy
* Expertise in sharing a treatment plan after communicating bad news
 |   |
| What would you do to occupy your time on a day that you do not have many patients scheduled?**What to listen for:*** A self-motivated workstyle
* A desire to stay busy and productive, without overdoing it
* Interest in other duties related to optometry, such as staying up to date on the latest research in the field
 |  |
| In your opinion, how has optometry improved in the last 5,10,20 years?**What to listen for:*** Keen interest in the advances in eye care
* Enthusiasm for the field of ophthalmology
* Critical thinking skills relating to how optometry has improved
 |  |
| Why did you choose to specialise in Optometry?**What to listen for:*** An intrinsic desire to help people and make a difference
* Interest in solving complex problems and confronting challenges
* Passion for the field of optometry and
* providing high-quality healthcare
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| Other Questions to consider: | * 1. Are you comfortable fitting patients with contact lenses?
	2. What was your most memorable moment with a patient?
	3. How do you recommend lenses based on a clients prescription?
	4. What are your strengths?
	5. Would you like to become partner in the future?
	6. What is the difference between a customer and a patient?
	7. How do you handle fast paced environments?
	8. How do you manage conflict at work?
	9. What’s the most difficult scheduling issue you’ve had?
	10. What do you do when you don’t know the answer to a patients question?
 |
| Additional resources | <https://business.linkedin.com/talent-solutions/resources/how-to-hire-guides/optometrist/interview-questions><https://www.indeed.com/hire/interview-questions/optometrist> |