

## Interview guide

This template is here to help you understand what questions to ask to seek out the information is important to you, your family, and the role. Obviously the questions are our suggestions, but don't forget to put your own flare on the wording.

**Where:** Be sure to have the nanny meet you in your home with the family.

**Who:** Try to have the whole family there.

**Vibe:** Is it a yes to the point where you want to give them the job on the spot or a "Meh, maybe".

**How long?** An acceptable interview is 30 minutes, an exceptional interview is 45 - 60 minutes.

**When:** Depends! You could choose a time in the routine that's calm to just get to know them or a chaotic time to see if they can handle it. (Be careful not to scare them off!)

EACH SECTION OFFERS THE FOLLOWING LAYOUT:

### Questions to ask

- Thoughts for you to consider
- Potential information goals for the section

### 1. CONFIRM MINIMUM CRITERIA:

The below list covers the minimum criteria you should be seeking (**bold items** should be non-negotiable). Ideally, you should already confirm that they have what you need from this list when they first apply, but this allows you to confirm in person.

Sight and verify <b>Working with Children's Check</b> (to verify: Google your state's WWCC site & enter card details)	
Sight most recent police check	
Sight most recent <b>First Aid Certificate</b> (HLTAID004/HLTAID003) - less than 3 years old	
Sight most recent <b>CPR Certificate</b> (HLTAID001) - less than 12 months old	
Sight any relevant certificates and qualifications	
Sight drivers licence (you may ask them for their driving record)	
(If relevant) confirm their working status in Australia	
(If relevant) confirm current VISA and its expiry date	

### 2. DISCOVERING EXPERIENCES:

This section is aimed at clearly capturing the timeline of their career. The goal here is to understand the type of roles they have held working with children and what sort of experience they hold that is relevant to your family.

#### Questions to Ask:

#### Tell me about your experience working with children?

- A nice summary of their career
- How did they get into working with children?
- What are their total years of experience?
- Have they had any other careers?
- Have they had more experience as a nanny or childcare educator?

#### What age groups have you worked with?

- What is their favourite age group to work with?
- Do they hold the relevant age experience for your children?
- What age group have they had the most experience with?

#### How would you describe your nanny services?

- Are children their main focus?
- Are they suited to your nanny role?
- Do they include home management?
- Do they seem 'set in their ways' or mouldable/ flexible?
- Where do they see their biggest impact on families?
- What are their main values in the role?

#### Can you please describe some of your more recent, long term positions?

- Did they work sole charge or alongside a parent?
- Did they work longer or shorter shifts?
- How many days a week do they typically work?
- How long do they usually work for a family?
- Do they display respect to their previous families?

### 3. ARE THEY PASSIONATE?

This section is aimed to seek out how passionate they are about the work they do. We want to discover if they have an understanding of how all-encompassing the nanny role can be. This is a job that someone can only truly do if their heart is in it.

#### Questions to Ask:

**What does being a Nanny mean to you?**

- Why have they chosen this line of work?
- Do they tell stories or just give generic answers?
- What parts of the role mean the most to them?
- Do you think they are in it for the right reasons?

**Why did you start working with children?**

- Was there a moment that triggered this career choice?
- Did they start because they fell into it or did they set out to do it?

**What is one of your favourite memories from working with children?**

- Do they stop to think?
- What are your highlights of their story? Why?
- Do they look happy when they share the story?
- What does the story capture about their passion?

**If you could do something else, what would it be?**

- Are they working as a nanny for a side-gig?
- Are they working towards a different career?
- Do they highlight any other passions?

### 4. WHAT IS THEIR NANNY PERSONALITY?

Nannies need to be able to connect with children and fit your family's needs. Are they willing to be goofy and silly? Will they seek out adventure, activities, and exciting new experiences? Do they show quieter care and sensitivity? Their energy is important for showing how they will bond and care for the kids. While you shouldn't expect instant connection, you can see how the nanny & children interact.

#### Questions to Ask:

**What qualities are important to you as a family?**

goofy   silly   funny   calm   respectful   firm   fair   patient   easy going   busy   active   fun   organised

**What do you think children like best about you?**

- Are they compatible with your child's needs?
- Do they sound playful?
- Do they talk with pride?
- What do you think your children will like best about them?

**How do you plan the week?**

- Do they mention any specific activities?
- Do they mention the children in the decision making process?
- Do they ask any questions about the children's interests?
- Do they mention age appropriate activities?
- Do they plan using any experience in early childhood development?

**What sort of activities do you like to do as a nanny?**

- Do they mention going out and about and being active?
- Do they sound like they like a busy or more quiet day?
- Does their answer highlight experience in early childhood development?
- Do they have similar learning philosophies to you?
- Do they talk about activities that require effort and resources?

### 5. DISCUSS AND ESTABLISH EXPECTATIONS AROUND HOME MANAGEMENT

Nannies help with a range of household duties. What they do will depend on the role and the agreement with your family. Before you interview, have an idea of what tasks you want the nanny to help with - taking into consideration how busy they will be with the children throughout the day.

#### Questions to Ask:

**What type of home management tasks are you happy to participate in?**

- Do they offer services you would find valuable?
- Do they ask you about what your needs are?
- What are the things they aren't willing to help with?

**What's your strategy in approaching a new home?**

- Do they have a structured approach?
- Will they need many instructions?
- Do they ask you about your expectations?

## 6. COMPARE COMMUNICATION STYLES:

Communication styles can make or break a relationship. This section highlights their understanding of how important communication is, and they should have some preferred methods to get you the information you need. Don't forget, it's often something that will be guided by you later.

**Tell us about communication methods you have, and may be using now with your previous and current nanny families, and which ones you find most effective?**

- Do they mention a diary or communication book?
- Do they ask what your preferences are?
- Do they express the importance of communication?
- In your career, do you find it helpful to take notes through the day?

Notes:

## 7. COWORKING WITH PARENTS:

We seek out their preference for how closely they like working with families. We want to discover how adaptable the nanny can be in an ever changing environment. It's also a great opportunity to delve into what their style will be in the coworking relationship.

- Are you comfortable working alongside parents/other nannies in the home?
- How would you describe your approach to a coworking relationship?
- What are some of the main concerns you have about working alongside parents?

Notes:

## 8. CONFLICT RESOLUTION SKILLS:

Nannies often represent themselves in a working relationship. This question is vague, to see what sort of 'drama' comes up in their examples. We are looking for an example of the nanny managing confronting conversations, showing professionalism, emotion control, and a focus on a positive outcome. Do they complain a lot? Do they take ownership of their role?

- Can you tell us about a time where you had to overcome an obstacle at work?
- Is there anything you would do differently about the experience?
- How would you describe your ability to manage your emotions in confronting situations?

Notes:

## 9. ABILITY TO MANAGE BEHAVIOURS:

Managing children is a main part of the role. A good nanny can adapt to evolving parenting styles and philosophies, while remaining calm, firm but fair. We are seeking the nanny's style in this question and if they respect the fact that the parents will always have final say.

- What are your views and methods of disciplining children?
- Have you ever had a situation where you didn't agree with a parent's parenting style?
- How do you approach a conversation about behaviour with a parent?

Notes:

## 10. PERSONAL GROWTH QUESTION:

An interesting insight to see how self aware they are.

- What would you say your weaknesses are, and what are you doing to improve yourself?

Notes:

## 11: CONSIDER THE EXTRAS

- Do they live close by?
- Did their questions highlight the skills/ attitude you're seeking?
- Do you feel their personality/ energy is compatible with your family?
- Do they have any other industry skills that could be of value?
- Did they focus more on the children or you?
- How did they engage with the children?
- Were they nervous?
- Did the interview drag or go really quickly?

### COLLECT REFERENCES:

#### Reference 1

**Name:**

**Number:**

**Relationship:**

#### Reference 2

**Name:**

**Number:**

**Relationship:**

#### Reference 3

**Name:**

**Number:**

**Relationship:**