



# Māori Workforce Recruitment

## Appendix 2: Interview Questions

## Interview Questions

The interview questions asked of all who are short-listed should be asked the same behaviorally based questions, and provided with the same information about the position (e.g. hazards, hours of work, key tasks, expectations, etc.), this includes Tikanga awareness questions and questions in relation to The Treaty of Waitangi and Te Tiriti o Waitangi.

### Whakataukī

Ko te pae tawhiti, whāia kia tata. Ko te pae tata, whakamaua kia tina.  
*(Seek out the distant horizons so that they may become close, bringing that vision to realization)*

This whakataukī from Dr Rangitakuku Metekingi of Whanganui, embodies for me, that whilst we strive to attain better outcomes for Māori Health, we must continue to practice these aspirations in our everyday reality. How we welcome our future employees such as through our recruitment process, Māori or non-Māori, Interview questions can share insight into the knowledge, experience, expertise and also the tikanga competency of the applicant. The assessment of the interview can be a way to guide the needs of the applicant should they be successful, and also educate those that are unsuccessful, on our DHB Culture.



## Interview questions

When making appointments for those meeting tikanga competency it is imperative that the employing Department and Service check and seek support and approval from Waitematā DHB Māori Health Team O Chief Advisor Tikanga He Kāmaka Waiora or Māori Workforce Recruitment Consultant. A list of interview questions are shown below

Te Tiriti o Waitangi	Māori Health Gain	Engagement with and for Māori
<p>As a clinician, please give examples of the ways in which you apply The Treaty of Waitangi in your clinical practice?</p> <p><i>(Look for: examples in Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga)</i></p>	<p>Please describe your understanding of the ‘Towards Māori Health Gain’ framework and its 4 main project areas?</p> <p><i>(Look for: Māori Health Action Plan)</i></p>	<p>Can you please tell us how you would ensure service delivery plans reflect an integrated approach including with Māori, whānau, providers and community to reducing inequalities in Health?</p> <p><i>(Look for engagement with Māori Health Team, Kaumātua, Tikanga representative, Iwi. Co-redesign, Crown-Māori partnership)</i></p>
<p>Can you describe how you have incorporated Health Partnership into your previous role? And what was the outcome of this for your patients/whānau?</p> <p><i>(Look for: working with Māori health team, Iwi, Hauora Māori organisations to develop solutions or strategies)</i></p>	<p>Please describe your understanding of health of Māori and of barriers and disparities that affect Māori?</p> <p><i>(Look for: Māori Health statistics, accessibility and affordability to care, compassion, address inequalities and inequities for Māori)</i></p>	<p>Please share the Māori Health Providers you are familiar with?</p> <p>Have you ever utilized / networked with these services before?</p> <p><i>(Look for: DHB Māori Health team, Iwi, Māori PHO’s, Kaupapa Māori clinics / units /services)</i></p>
<p>Can you please tell us about a time where you have applied Protection in accordance with Te Tiriti o Waitangi? And what were the outcomes of this?</p> <p><i>(Look for: working to safeguard Te Āo Māori, Tikanga, kauapa, and addressing health disparities)</i></p>	<p>In terms of Health please describe your understanding of ‘Pae ora’</p> <p><i>(Look for: He Korowai Oranga Framework)</i></p>	<p>Please describe how you apply best practice Tikanga in your role? Why do you feel these matters?</p> <p><i>(Look for: Reo pronunciation, essence of karakia, Kaumātua, utilization of Tikanga Service support, commitment to learning Tikanga. An eagerness and openness to learning. Respect of Tikanga)</i></p>

<p>Please tell us about a time where you've faced challenges in your role in applying the principals of The Treaty of Waitangi? Please describe the solution you came to in response to these challenges?</p> <p><b>(Look for: Leadership, communication skills, compassion, non-judgmental, resilience)</b></p>	<p>Can describe what 'Pae ora' means and the three elements on Pae ora</p> <p><b>(Look for knowledge of Whakamaua Māori Health Action Plan)</b></p>	<p>I am a Māori patient/staff who is upset with being in Hospital/your Departments service. Please tell us how you would proceed with your delivery of care to this Māori patient/staff?</p> <p><b>(Look for: Cultural support, Māori Health worker, engaging with whānau as well, eye contact, compassion, and understanding. Te Whare Tapa Whā model. Engaging holistically.)</b></p>
<p>Please summaries the difference between the Principals and the Articles?</p> <p><b>(Look for: 3Ps vs 4 articles. Why the articles are important to Māori)</b></p>	<p>Please describe your knowledge of Equality and Equity and how this fits in relation to Māori Health?</p> <p><b>(Look for: Understanding of both and examples of both in terms of Māori. Compassion to providing different or more to Māori)</b></p>	<p>Please share your awareness of Māori healing methodologies?</p> <p><b>(Look for: Karakia, rongoā, mirimiri, Kaumātua)</b></p>
		<p>Please tell us about a time you had to engage with whānau effectively, and what was your role?</p> <p><b>(Look for: pro-active approaches, cultural support in advance. Body language and eye contact with whānau. Empathy on cultural dynamics and complexities. Patient experience feedback and evolving service delivery)</b></p>
		<p>Tell us about a time where you worked to protect and/or enhance the mana of someone.</p> <p><b>(Look for: compassion for diversity. Whanaungatanga, connecting with whānau, empathy for their wairua, knowledge / confidence building to withstand adversity, embracing holistically.)</b></p>



# “ best care for everyone

This is our promise to the Waitematā community and the standard for how we work together.

Regardless of whether we work directly with patients/clients, or support the work of the organisation in other ways, each of us makes an essential contribution to ensuring Waitematā DHB delivers the best care for every single patient/client using our services. ”

## “ everyone matters

Every single person matters, whether a patient/client, family member or staff member. ”

## “ with compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness. ”

## “ connected

We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families. ”

## “ better, best, brilliant...

We seek continuous improvement in everything we do. We will become the national leader in health care delivery. ”



**Waitematā**  
District Health Board

**Best Care for Everyone**