

Guide to interviewing with Covenant Health

Thank you for interviewing with Covenant Health, one of Alberta's Top Employers and one of the World's Most Ethical Companies. We are also proud to be recognized for our Most Admired Corporate Culture.

This guide shares important information to help you prepare for your interview. Please read it carefully, and if you have any questions, connect with us at careers@covenanthealth.ca.

Contents

Invitation to interview	2
Diversity, equity, inclusion and belonging	2
Rescheduling.....	2
Virtual and in-person interviews	2
Panel.....	3
Technology	3
Webcam.....	3
Applications and browsers.....	3
Closed captioning	3
Transcription	3
Taking notes.....	4
Interview structure	4
Questions.....	4
Length	4
.....	4
Scoring matrix	4
References	5
Post-interview	5
Scoring.....	5
Feedback.....	5

Invitation to interview

Diversity, equity, inclusion and belonging

Covenant Health is committed to creating an environment where everyone feels safe, respected and valued. When scheduling interviews, we recommend that panels include a range of perspectives, including those that may be less visible.

We strive to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation, please email careers@covenanthealth.ca at least three business days before your interview. We will confirm what is possible and ensure your needs are met wherever we can.

Rescheduling

We understand that life happens and scheduling conflicts can arise. Whenever possible, we'll work with you to reschedule your interview.

Some competitions have critical timelines and must be filled quickly. In these cases, we will try our best to accommodate a new time, but it may not always be possible. Please provide as much notice as possible by contacting the person who scheduled your interview or emailing careers@covenanthealth.ca.

Please note: Not attending your interview without notice, or providing very short notice, may affect your eligibility for future competitions.

Virtual and in-person interviews

Depending on the role and hiring manager, your interview may take place virtually through Microsoft Teams or in person at one of our sites. If your interview is on Microsoft Teams, you do not need to download the application. You can join through your browser. We strongly recommend you test your audio, video and internet connection prior to your interview. A useful video on using Teams can be found [here](#).

For in-person interviews:

- Confirm your interview location and parking instructions in advance. These vary by site.
- Allow an extra 10 to 15 minutes for parking and navigation.
- Interviews may occur in clinical areas. Please respect the privacy and confidentiality of our staff and patients.

Panel

Your interview invitation lists the members of your interview panel. Please note that panel members may change due to scheduling needs, especially in clinical roles.

We aim to include a mix of perspectives, which could include both clinical and non-clinical staff. Each panelist brings valuable insight and expertise to the assessment process.

If you identify a conflict of interest with a panel member, please contact careers@covenanthealth.ca so we can review and adjust as needed.

Technology

Webcam

For virtual interview, your camera must be turned on before the interview can begin. Please test your webcam ahead of time.

If you have technological limitations preventing camera use, please discuss alternatives with the individual who scheduled your interview.

Applications and browsers

Please close all other applications and browsers during your interview unless this is part of an approved accommodation. This helps ensure fairness and reduces technical issues.

If the use of unapproved applications, software or browsers is suspected, the interview may be stopped.

Closed captioning

You may find it helpful to use closed captioning during your interview, particularly if it supports your understanding of different accents, speech patterns or technical terminology. In Microsoft Teams, closed captioning is located under the “More” section in “Language and speech”. If you have any difficulty enabling closed captioning, please let your interviewer know.

A useful video to see how to turn on closed captioning can be found [here](#).

Transcription

To help our panel focus on you and your responses, we may use Microsoft Teams' built-in transcription feature. You will be told if this feature is used.

Transcripts are only accessible to the hiring panel and are stored in accordance with POPA regulations.

Taking notes

You are welcome to take notes during your interview. This can help you organize your thoughts or reflect afterward.

To keep our process fair, please destroy your notes after the interview and do not share interview questions with others.

Interview structure

Questions

Interviews typically include a mix of values-based and job-specific questions based on the requirements for the role. We encourage you to review the [Covenant Health values](#) and reflect on how they connect with your own experiences.

For job-related questions, we recommend using the STAR method (Situation, Task, Action, Result) to structure your answers. A sample STAR method video can be found [here](#).

Length

At the start of your interview, we will let you know how long the interview will take and the number of questions. For example, you may have 45 minutes to answer seven questions. Please manage your time so you can answer each question fully.

To keep the process fair, interviews must end on time. Any unanswered questions cannot be scored.

For internal candidates: Please remember we can only assess the experiences you share during the interview, even if the panel is familiar with your work.

Scoring matrix

Your responses will be scored using a 5-point scale:

- 1 - Does not meet competency
- 2 - Partially meets competency
- 3 - Meets competency
- 4 - Exceeds competency
- 5 - Significantly exceeds competency

Your final score will be saved and may be used for future opportunities. Ensure your responses are clear, complete and structured using the STAR method to demonstrate your competency effectively.

References

If you are the top candidate, we will ask you for recent references from supervisors who can confirm you are a good fit for the role. There is no need to provide references unless we ask for them.

Post-interview

Scoring

Your interview score will be kept on file for up to one year. It may be used to see if you are a good match for future opportunities. If your experiences and/or skill sets have significantly changed, you may ask to be re-interviewed by emailing careers@covenanthealth.ca.

Feedback

We appreciate your interest in joining Covenant Health. If you are not chosen, you may email careers@covenanthealth.ca to ask for feedback to help with future applications. In some cases, such as when selections are made based on collective agreement requirements, the feedback we can provide may be limited.

Thank you for taking the time to interview with Covenant Health. Together we can make a meaningful difference in providing quality health care to Albertans – body, mind and spirit.

Connect with us on [LinkedIn](#) to learn about more opportunities which may be of interest to you.