

Welcome to our
workshop!

Next 5 Mastering
job interview skills
for Family
Physicians:
Navigating the
path to
professional
success.



Outline of today's session

Intro & welcome

Short presentations

Interview technique
group work

Reflection and sharing
of take-home messages



Next5

Special interest group as
a SAAFP initiative

Aim: to support newly
qualified family physicians
in their first five years
since graduating



"You didn't come this far, to only come this far."

Please register at:

<https://saafp.org/next5/>

Next5 Core group



Dr. Chantelle van
der Bijl



Dr. Arun Nair



A/Prof Klaus von
Pressentin



Prof. HOFFIE
Conradie

Focus areas informed by a national survey

TABLE 1: Activity suggestions for the Next5 special interest group as informed by the membership survey.

Activity category	Activity examples
Communication and marketing activities	<ul style="list-style-type: none"> • Creating and maintaining a database of FPs in their first 5-years, as well as maintaining a database of current and potential mentors. • Dedicated area on SAAFP website and other platforms, such as WhatsApp/Telegram. • A possible section in the SAFF journal, 'Transition tips', aimed at Next5 members.
Graduation, registration and career guidance initiatives	<ul style="list-style-type: none"> • Welcome/graduation package for newly qualified FPs, including how to register with the HPCSA as a FP specialist and orientation to SAAFP full membership benefits. • Orientation to possible FP career options: clinical/research/teaching (and how to grow as clinician-educators/researchers/scholars). • Assist with preparation for consultant interviews. • Assist with transition to private sector: involve private sector FPs for mentorship, practice and staff management and how to navigate medical aids, coding and billing.
Mentoring and networking activities	<ul style="list-style-type: none"> • Mentorship by senior FPs, including a mentoring network, which capacitates FPs to serve as mentors in the Next5 group. • Connect with and strengthen existing local FP forums and activities. • Assist SAAFP and ETC to develop activities aimed at Next5 members. • Linking with WONCA World and WONCA Africa Young Doctors' initiatives.

FP, family physicians; SAAFP, South African Academy of Family Physicians; HPCSA, Health Professions Council of South Africa; ETC, education and training committee; WONCA, World Organization of Family Doctors.

Van der Bijl C, Nair A, Von Pressentin KB. Next5—A new South African Academy of Family Physicians initiative ('You didn't come this far, to only come this far'). South African Family Practice. 2021;63(4). Available from <https://safpj.co.za/index.php/safpj/article/view/5405>.

Next5 – A new South African Academy of Family Physicians initiative (‘You didn’t come this far, to only come this far’)

Authors: Charleis Van der Bijl, Klaus B. von Pressentin

Affiliations: Department of Family Medicine, Faculty of Health Sciences, University of the Free State, Bloemfontein, South Africa

Robert Maragallo Sobukwe Hospital, Northern Cape Department of Health, Kimberley, South Africa

Division of Family Medicine, School of Public Health and Family Medicine, Faculty of Health Sciences, University of Cape Town, Cape Town, South Africa

Corresponding author: Klaus von Pressentin, editor@safpj.co.za

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Interviews with district managers to understand the impact of family South African health system confirmed several benefits, including their to a more comprehensive and coordinated health service, to improve the healthcare team and facilitate clinical governance activities.¹ However, abilities and capacity to influence their team was seen as a key factor in health outcomes. The study highlighted that the integration of new team requires active management, including the need for role clarification and maturation over time.

At the April 2021 meeting of the South African Academy of Family Physicians training committee (ETC), it was agreed to set up a working group to explore how the academy can assist newly qualified FPs within their first 5 years to the First five concept of the Royal College of General Practitioners (RCPSC) and the World Organization of Family Doctors (WONCA).^{2,3} A sub-committee of FPs, members of the South African Academy of Family Physicians (SAAFP) members to suggestions for activities for this special interest group, which is named 'Next5'. The logo and slogan of this group, as approved by the ETC on 2021 and 31 July 2021, all family medicine registrars and qualified FPs were invited to an online survey, which aimed to explore how Next5 can assist in employment of FPs and to determine the interest in joining Next5 and its planned activities. A total of 77 FPs were presented at the August 2021 ETC meeting. A total of 77 FPs with 28.9% from the target group (FPs qualified in the past 5 years), 10-10-years ago and 38.2% from FPs qualified more than 10-years ago. 10 were from registrars, with the majority in their 3rd and 4th year of training. Next5 activities as suggested by the survey respondents. Encouragingly, it indicated that they would like to join Next5 and 25 senior FPs were kept in the first 5 years of their career.

As part of the August 2021 ETC presentation, we reviewed the number of SAAFP members after graduation (Table 2). Reassuringly, the number have improved, but there appears to be an unmet need in this group of members. Newly appointed FPs need an active process of support from within their healthcare teams to establish themselves in the health system and their different roles.⁴ By encouraging existing FPs to support new FPs



FIGURE 1: The Next5 logo and slogan. "You didn't come this far, to only come this far"



Transition tips: Registering with the Health Professions Council of South Africa as a specialist family physician



Transition tips

<https://safpj.co.za/index.php/safpj/browseSearch/sections/view?sectionid=51>

- HOME
- ARTICLES
- EDITORIAL TEAM
- AUTHORS
- ABOUT
- CPD
- CONNECT
- TWITTER
- LOGIN
- REGISTER

[HOME](#) [SEARCH](#) [SECTION DETAILS](#)

SECTION DETAILS

SAAFP Next5

ISSUE	TITLE	ABSTRACT	HTML	EPUB	XML	PDF
Vol 65, No 1 (2023): Part 4 <i>Sheron T. Forgus</i>	Recovering from burnout: Doing a home visit and finding an old friend and an entire community	ABSTRACT	HTML	EPUB	XML	PDF
Vol 65, No 1 (2023): Part 2 <i>Sheena Mathew, Shane D. Murphy</i>	The family physician's guide to the private sector galaxy	ABSTRACT	HTML	EPUB	XML	PDF
Vol 64, No 1 (2022): Part 4 <i>John-D K. Lotz</i>	Reflections on a rural road to family medicine	ABSTRACT	HTML	EPUB	XML	PDF
Vol 64, No 1 (2022): Part 2 <i>Chantelle C. van der Bijl</i>	Transition tips: Registering with the Health Professions Council of South Africa as a specialist family physician	ABSTRACT	HTML	EPUB	XML	PDF

1 - 4 of 4 Items

Mentoring

Mentors trained

Training sessions

Dedicated
telegram group

Mentors and
mentees linked

Mentors will:

- Create a safe space that encourages exploration and openness: discuss confidence and self-esteem.
- Be a thinking partner, walking alongside the client on this learning journey.
- Reflective and active listening (attending and attunement).
- Checking for clear understanding through clarifying questions and reflective statements.
- Showing genuine interest and empathy.
- Observe and check personal assumptions, biases, and stereotypes.
- Turn judgment into curiosity.
- Turn assumptions into questions.

Next5 registration form



SAAFP Next5 Registration form

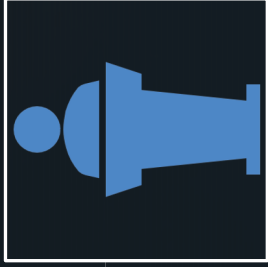


Please complete this form to register for the Next5 initiative

Other activities



Website



Workshops at the
national SAAFP

Congress:

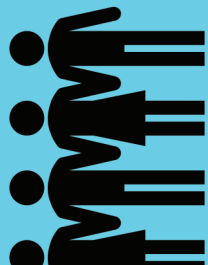
<https://saafp.org/conference/2023congress/>



Webinars



Join us today: <https://saafp.org/next5/>
and sign up to be a SAAFP member (debit order option 😊)



Got Mmed (University) & FCFP(SA), Registered with H

Now need to apply fo Jo

Dr A Nair

FP; Act HOU-Dept of Family Medicine

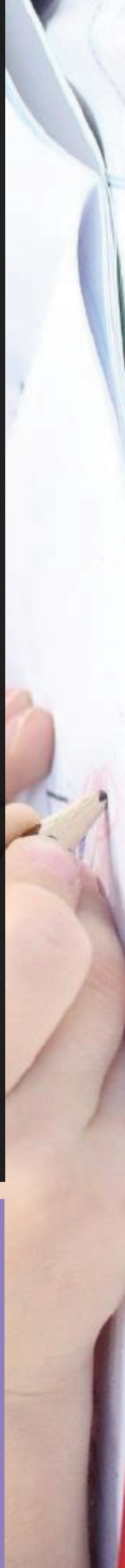
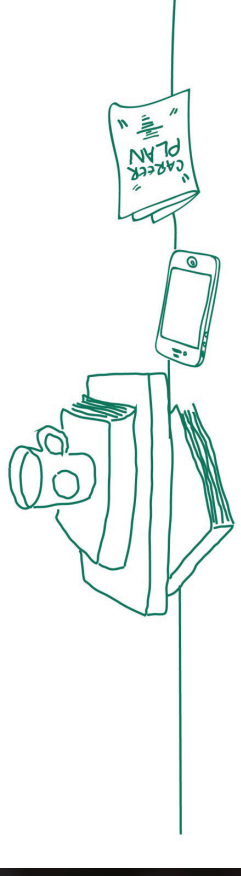
RMSH, Kimberley

Affiliate Lecturer: UFS



Overview

Researching Potential employers
Understanding job requirements
Tailoring CV and cover letter



Where do I start: Potential employers of FPs

- Primary health care (PHC) services and district hospitals
- District clinical specialist teams
- Community Health Centres (CHCs)
- Some times: Tertiary and Regional hospitals: Clinical manager
- Universities: Joint posts/academic posts: Lecturer/senior lecturer posts
- Private sector: GPs vs specialist FPs? Hospital groups vs individual/group practice
- International- Canada, Australia, Ireland, UK: specialist pathway or general pathway
- **PP: South Africa (SA) should aim for at least one FP in each district hospital and in each community health centre or sub-district (without a community health centre) by 2030.**



Different **life roles**: Parent, breadwinner, life partner, family, guardian

Personality and **interests**: ambitions and ability to progress in area of interest, stimulation from the work environment

Career pathways: academic, research, area of interest

Family considerations: Planning and life cycle

School considerations (child close to matric, good schools)

Urban vs rural (available resources and access to facilities)

Commitments: Bought a house; Church commitments etc.

Extracurricular activities: cycling, hiking, surfing, sports

Cultural background and need to be around resources: sense of **belonging**



What about personal choices

Where do I look for Job adverts?

- **DOH** websites: Vacancy circulars, block adverts, provincial sites
- Word of mouth: colleagues, mentors/seniors, HOUJs/HODs
- Whatsapp groups: some interest groups share adverts
- SAAFP academy webpage: under vacancies
- Social media: LinkedIn, twitter, Facebook, career sites
- Organisational email groups: SAAFP, WONCA, private hospital groups, University groups



Job requirements: Med specialist: Fam Med G1

some common themes among all the variable employer adverts

- Knowledge of the District Health and Primary Health Care (PHC) system in South Africa; knowledge of appropriate legislation, regulation and policies.
- Good leadership, management, communication and decision-making skills
- Counselling and conflict resolution skills
- Demonstration of the ability to work as part of a multidisciplinary team
- Experience in undergraduate and post graduate teaching as well as supervision of post graduate research **an added advantage**
- Relevant publications in peer-reviewed journals **an added advantage**



Duties: common themes

Co-ordinate comprehensive medical services, including organisation of doctors, clinical team priorities, clinical team governance, clinical team training and clinical team research

Personally **render medical services** to patients in district healthcare facilities and rotate through all services to patient in district facilities and rotate through all service points including referring clinics

Implement **quality improvement process** to address identified problems related to patient care and the health systems in consultation with other stakeholders

Mentor, and coach medical staff in Clinical Governance

Implement **performance management** of subordinate medical officers, registrars, medical interns and support staff.

Implement **cost containment** measures, analyse budget and ensure effective and efficient use of resources.

Support commuted overtime and adherence to **RWOP's**

Counselling and **conflict resolution** skills

Recently: Provide leadership in the implementation of NHI, (including PHC re-engineering school health, ward based PHC outreach teams and private provider contracting).

Briefly describe your major qualifications for the position.

Expand on your most important work experience by providing specific details

'Showing rather than telling'. Rather than simply say you're good at something, quantify it by providing hard data

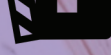
'Power' words: confident; assertive; managerial; responsible; competent; creative; focused

Efficiently communicate the value you'd bring to the organization. **Highlight your stand-out features**

Keep it directional with the most relevant points-While you may have years of experience in various roles, it's important to only communicate what will help you achieve the role you are presently seeking.

Before an interview with a potential employer, research the advertised post-needs and the job responsibilities, and then tweak your pitch accordingly

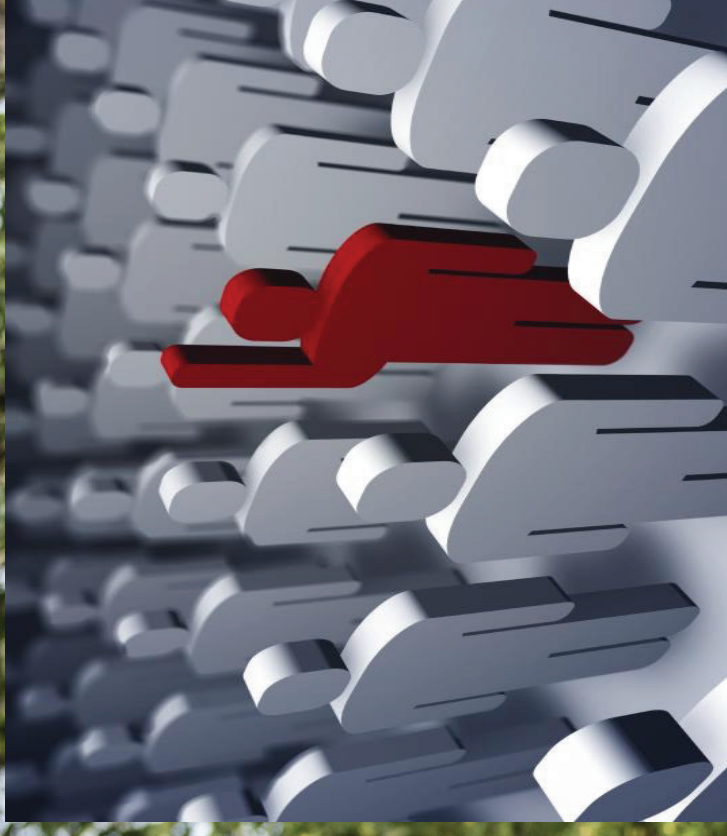
By including information of your social media accounts on your CV, you can help recruiters to build a bigger picture of who you are.



**Speak to
requirements
and duties
the ad**



CV & Cover
letter



**Stand out
from
the crowd!**

What is a CV?

- Your marketing document, subjective and personal to you
- An up to date portfolio of your skills and experience which are relevant to a particular post
- Informative but concise
- Designed to get you an interview, not a job
- “Persuasive document selling you (the product) to an employer (the customer)” -Requested by an employer/recruitment agency
- Create such an impression on the employer that they will not be able to turn you down for interview.



Why do Employers Use CVs?

- To shortlist candidates for interview
- To see how you present yourself on paper
- May take just a few seconds to skim a CV and make a decision
- Scan for key words
- Your CV needs to match the employer's requirements as much as possible



DO

- Use a standard font size in black ink.
- Easy to read, well organized; use bold to make things stand out and use same font type throughout, indent 2-3 levels only.
- Be consistent in your layout.
- List your skills and achievements and back up with evidence. Makes the reader want to learn more
- Keep it short
- Proof-read for spelling, punctuation, grammar and meaning.
- Specific to the position you are applying for, use keywords from job description.



*Your resume is YOU -
make sure it represents YOU*

Layout

Profile : Gives overview and detail of who you are and what you have

Education

Experience

Additional Experience: Teaching Experience;

Leadership/Involvement

Honours/Awards/Scholarships

Publications/research experience/

Presentations/Posters

Interests – A good thing? personal feel.

References: 3 - 4 qualified people: Ask first & prepare them



Cover Letter

1 page (3-4 paragraphs)

Address to specific person

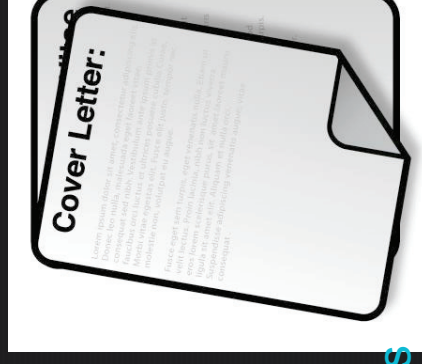
State why you are interested

Elaborate on your work experiences and related skills

Show your personality – what you are passionate about

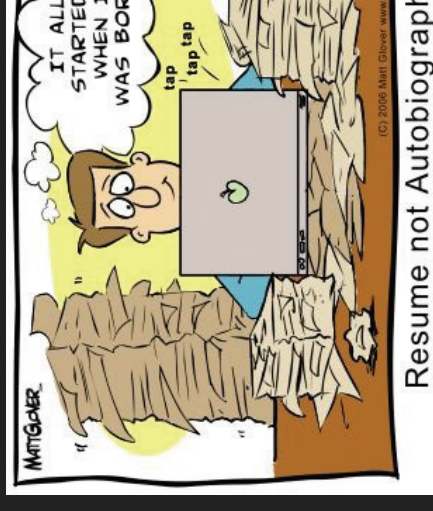
Emphasize involvement and leadership skills

Closing Paragraph - Refer to your resume, state final details



In summary

- Be prepared before the interview
- Understand the purpose of a CV & Covering Letter
- Understand how to structure a CV and Covering letter in order to market yourself effectively
- Identify the employer's criteria (what are the key skills, experience required for post?)
- Select appropriate evidence (from any aspect of your life) to show that you match their criteria



References

<https://saafp.org/category/vacancies/>

<https://www.westerncape.gov.za/jobs/health>

<https://provincialgovernment.co.za/vacancies/3/gauteng-government-vacancies>

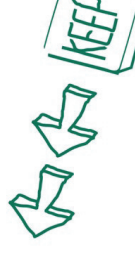
<https://provincialgovernment.co.za/vacancies/4/kwazulu-natal-government-vacancies>

<http://www.northern-cape.gov.za/index.php/apply/jobs>

<https://careers.linkedin.com/>

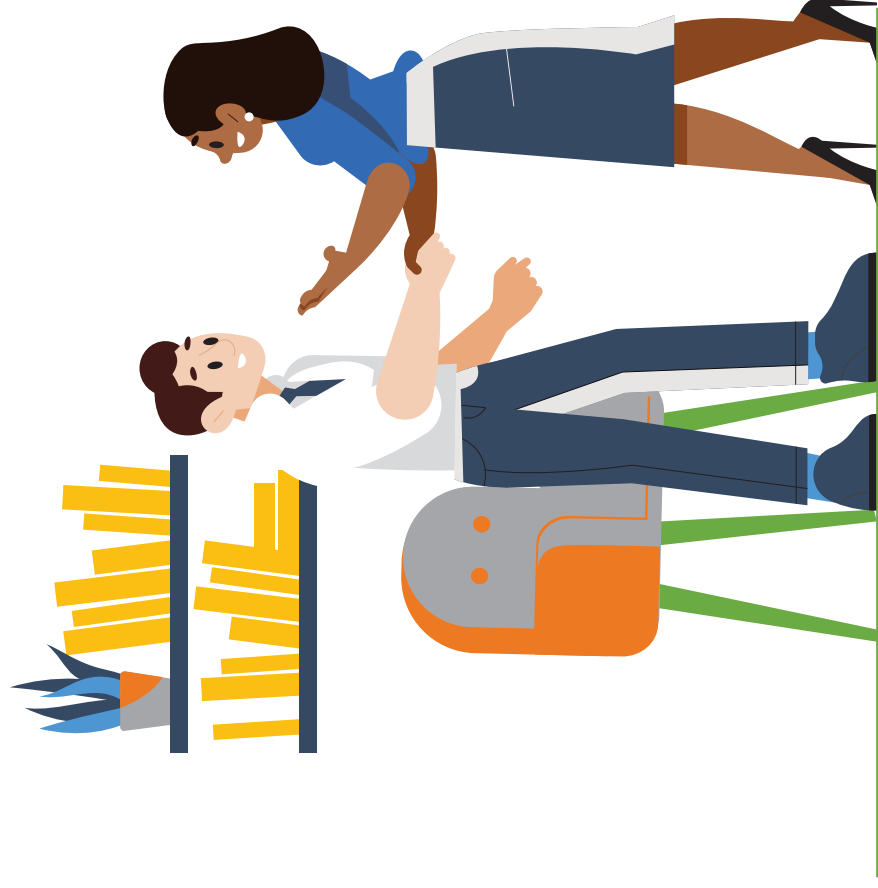
www.facebook.com/yorkcareers

<http://www.onestopenglish.com/>

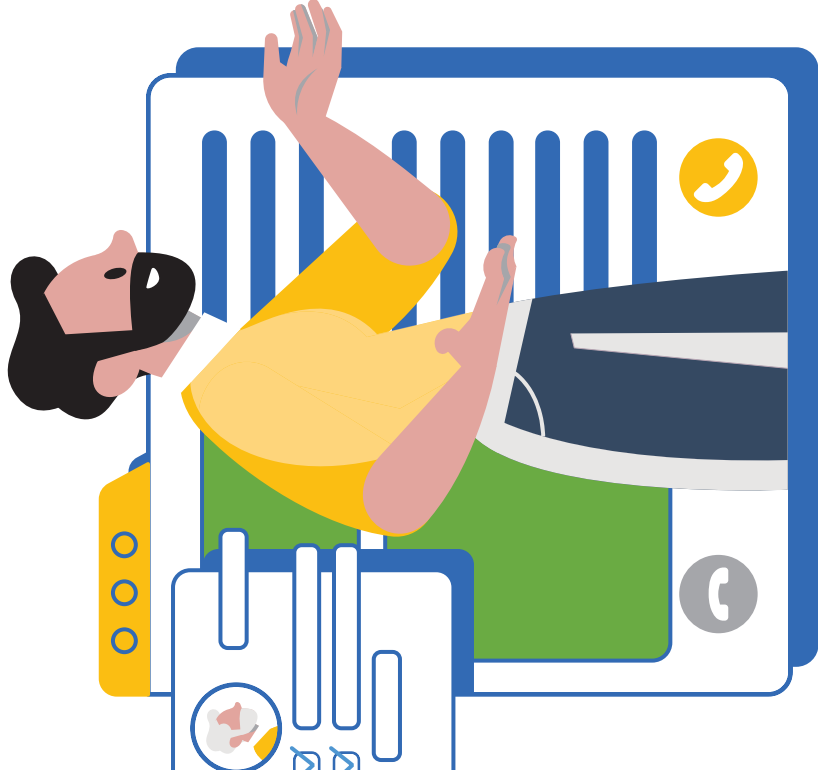


Navigating the Interview

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4 major things an interviewer wants to know



**Knowledge &
Skill**

Be able to do the work and do it well.



Pride in work

Has the needed motivation and energy to do their best.



Take the lead

Take direction, but does not need too much direction.



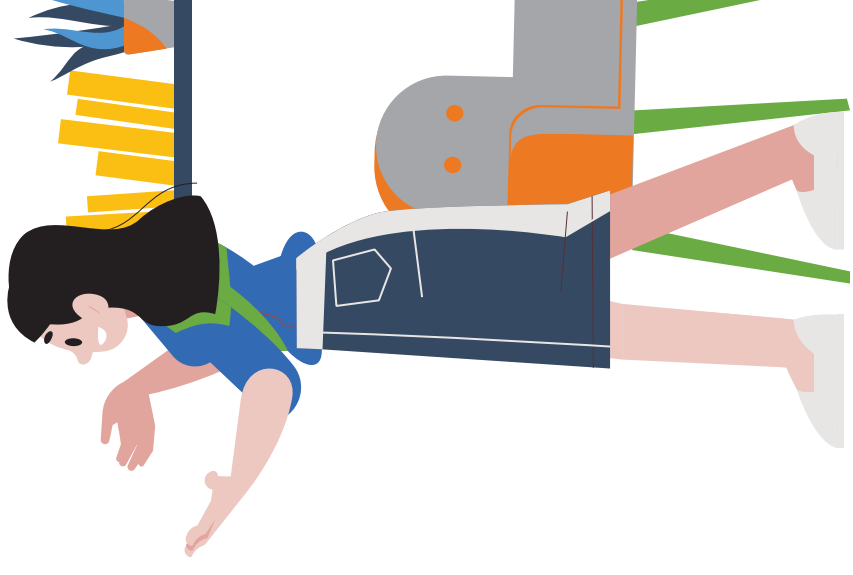
Aspirations

Will you stay? What are your plans?

Before the interview

To do

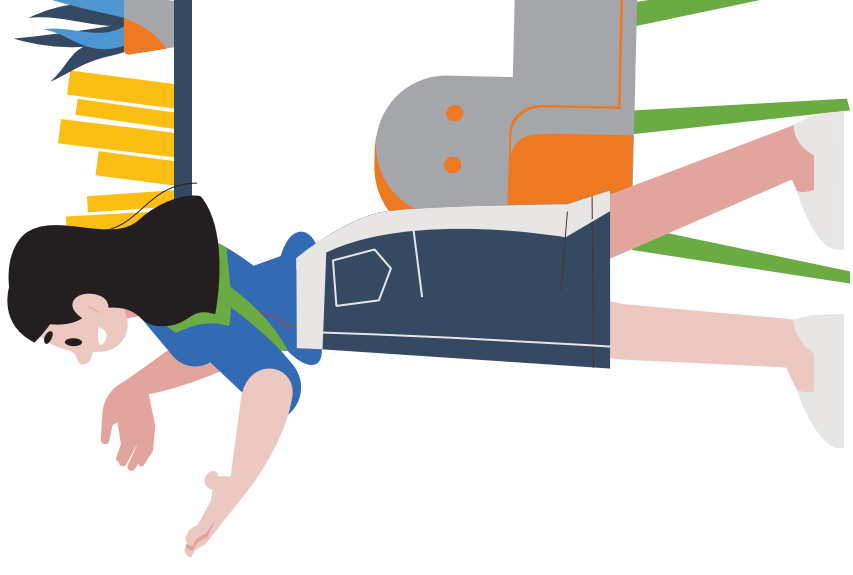
- Do your homework – try to find out who the panel is, get info on the organization
- Review your digital footprint
- Confirm interview time and place



Before the interview

To do

- Prepare responses to predictable questions.
- Practice responses – video/audio
- Have a back-up outfit



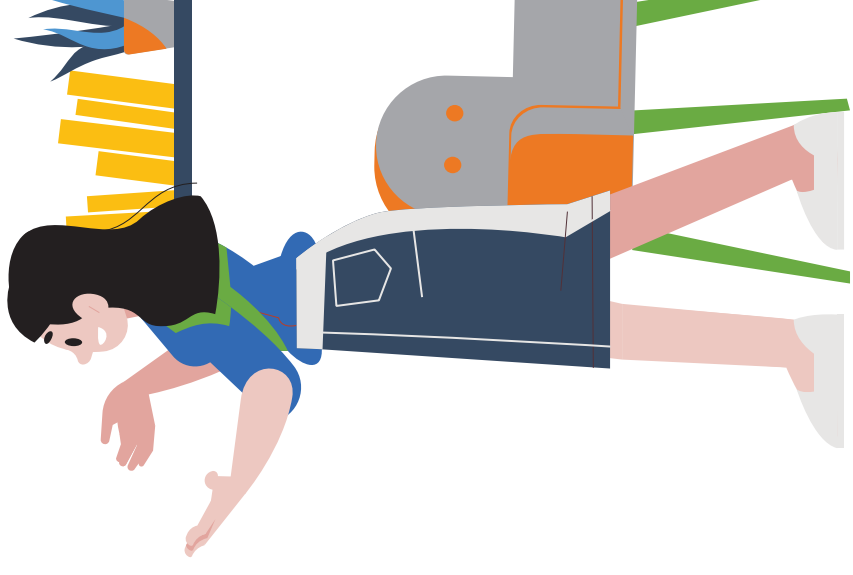
Before the interview

To do

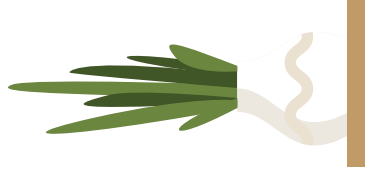
- Be friendly to everyone there.

- Try to relax

- Smile



During the interview



01

Make a good first impression with a nice smile

02

Maintain correct posture while sitting

03

Be on time gives you extra travel time in case you get lost

04

Bring any materials you may need including portfolio

05

Dress professionally and make sure you are well groomed

During the interview

Popular nonverbal mistakes
made during job interviews

1 Playing with hair

2 No smiling

3 Wrong posture

4 Crossing arms

5 Eye contact

6 No information



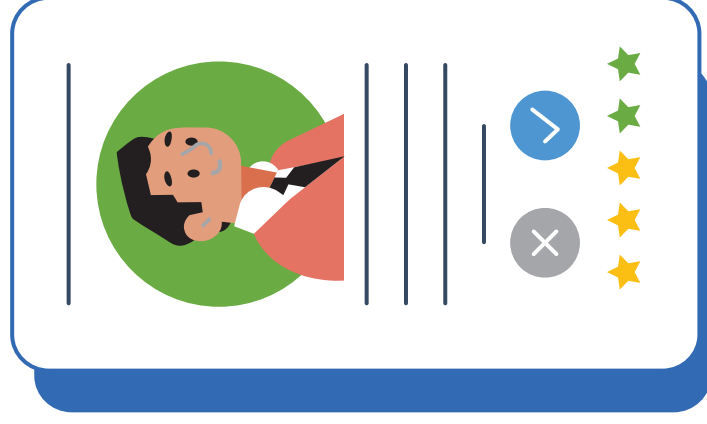
After the interview



To do

- Breathe
- Give employer appropriate amount of time to respond after interviews
- Evaluate your own performance

Common interview questions



Tell us more about yourself

Random trivial facts.

They invited you based on your CV – use that!

Part 1 – “Well, as you can see from my CV”
Part 2 – Give a 45 second summary of your CV oldest to newest (practice this beforehand)
Part 3 – “And that’s what brings me here today and why I’m excited about this post.”

Why did you apply for this post?

I need a job.

This is your opportunity to speak freely, use it!

"I was hoping you would ask me that! As I can see from you job advert you are looking for someone that..."
Show them you fill the requirements.
Then express your personality and desire for the post.

What are your strengths?

Tell them something irrelevant to the job.

Impress them!

Look at the job requirements and tailor your answer to that. Avoid the usual responses.

What are your weaknesses?

Convince them you aren't a good fit.

Designed to get the dirt on you! Never say anything bad about yourself!

1. I do...(good)
2. But that can lead to...(bad)
3. But then I do... (good)
4. Fixes it.

"I have very high standards, but unfortunately not everyone shares those standards, and that can lead to a bit of frustration. But I've found with good communication, we can overcome that and it ends up not being a problem."

What are your salary expectations?

A million Rand.

Avoid giving a direct number – may be a dealbreaker!

“At this point, I would like to know more about the role and the position before I can answer that.”

Or give a wide range.

How would you deal with conflict with a co-worker?

I would report him.

I would first do introspection to see if I'm not contributing the conflict. Then I would speak to my co-worker privately to see if we can find a way forward. I would put the needs of my team first.

Do you have any questions for us?

When can I expect the outcome of the interview?

Ask something relevant.

“Do you need me to clarify or elaborate on anything regarding my suitability for the position?”

Theory questions

You don't know!

Have a system!

Usually there are 4 types of theory questions, prepare for them!

1. Health system questions
2. Acute care
3. Chronic care
4. Clinical training/supervision

Other interview questions you might encounter:

What do you consider as the major burden of disease in this country?

Which cost-saving measures would you implement in your new role?

How would you manage an impaired colleague?

What do you understand of the term RWOPS?

What are your short-term and long-term goals?

What are the types of prevention you know?

What is antibiotic stewardship?

What are the pillars of clinical governance?

What are the Batho Pele principles?

What do you understand with the terms in-reach and outreach?

Tell us about the NHI?

What are roles of the family physician?

What are the McWhinney's Principles?

What do you understand of palliative care?

Other interview questions you might

encounter:

What are the steps in a QIP?

How will you implement the NHI at this institution?

How will you improve “Length of stay”?

How do you think SA can improve on maternal mortality?

How do you think the health system can lessen paediatric deaths?

How do you think OPD waiting times can be decreased?

What are the National Development Plan Goals for health?

What are the steps in developing a SOP?

Name an incident where you had to recall the pillars of ethics and how it played a role

What do you understand of informed consent?

Which research supervisory role have you played before?

Will you commit to staying a certain time in the post?

How did COVID change the way you practice medicine?

Group work

1. Role play demonstration
2. STAR interview technique
theory & reflection on role play
3. Role play in groups of three



The STAR Method



Explain the situation so that your interviewer understands the context of your example, they do not need to know every detail!

20%



Next, talk about the task, problem, or challenge that you took responsibility for completing, or the goal of your efforts.

10%



Describe the actions that you personally took to complete the task or reach the end goal. Highlight skills or character traits addressed in the question.

60%



Explain the positive outcomes or results of your actions or efforts. Here, it is important to highlight quantifiable results.

10%