

## Interview Questionnaire – Carer Support Worker

Recruiters Name:		Date of Interview:		
Candidates Name:				
Location/Branch:		Outcome: (Please Circle)	Offer	Reject

### Notes to interviewer

The following guidance should be used to ensure consistency and equal opportunities for all candidates. There are model answers provided in the left-hand column. The following criteria should be used as a scoring guide with a maximum award of 3 points per question.

Score	Criteria for determining score
0	Poor Failed to answer the question/ failed to demonstrate any knowledge in area/failed to provide or identify any of the sample answers
1	Average Demonstrated limited knowledge in area/answer was brief with little detail/1-2 sample answers given
2	Good Demonstrated sound knowledge in area/answer was detailed and included sound explanation/ 2- 4 sample answers given
3	Excellent Demonstrated extensive knowledge in area/answer was in depth with rationale and relevant example(s)/ 4+ sample answers provided

## Introductions

- Introduce yourself and the interview panel & explain your role within **ZTL**.
- Ask if the interviewee needs anything prior to starting and check all mobile phones are switched off.
- Provide an overview of the recruitment process, including details/format of any assessments & timings.
- Explain that you will be looking for them to provide specific examples to support what they are saying throughout the interview & notes will be taken.
- Advise that there will be time at the end to pick up on any questions that have not been answered.
- Ask interviewee if they require any support/assistance for the interview.

A. Career history/ Opening questions:		
Tell me a bit about yourself?	<input type="checkbox"/>	<input type="checkbox"/>
Are you currently employed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
What is your current or most recent role?	<input type="checkbox"/>	<input type="checkbox"/>
Why do you want to change from your current role?		
What had interested you about the role/why have you applied?		
Discuss CV. <ul style="list-style-type: none"><li>• Previous experience in the care sector</li><li>• Gaps in employment</li></ul>		

**B. Role based competency questions (Please complete below section with both comment and scores)**

Key Skill area being assessed	Question	Score
<b>Role skills/suitability</b>  Good listener Communication Patience Motivated Flexible Friendly Committed Empathy Caring Punctual	1. What qualities/skills do you think that makes a good care worker?	
	2. What are your strength and weaknesses?	
<b>Teamwork</b>  Utilize all communication channels Be supportive/open Listen & respect others' views and opinions Encourage/motivate Be flexible Friendly Sharing	3. What do you think makes a good team player?	
	4. Give an example of where you supported your team?	
<b>Problem solving/initiative</b>  Think on feet Think outside of box/creative ideas Be resilient – don't give up Identify range of options/solutions Decision making skills Access the degree of the problem	5. Tell us about a situation you were required to use your initiative	

Call the office Get medical help	6. You entered a Service User's home and found him/her unconscious/unresponsive what would be the first action you would take?		
Try to calm situation, give space and time Show empathy Listen Understand situation Divert attention to positive activity Remove from environment/situation	7. If you were unable to gain access entering in an allocated service. What would you do?  8. How would you deal with a Service User that was aggressive?		
<b>Communication</b> <i>Listening Talking Makaton Signing Touch Eye contact Objects/symbols Pictures/photos PCs, electronic devices Show range of options Body language techniques Interaction with colleagues Inform the office Makes notes in the care plan Get medical assistance</i>	9. How would you support individuals with limited communication skills? If they were unable to speak, hear or see.  10. How would you inform the team of any issues/problems/concerns that you may have about the service user?		

<b>Prompting Independence</b> <i>Balancing right to make choices &amp; duty of care</i> <i>Encourage informed choices</i> <i>Listen to and show respect to individuals we support</i> Activities with and not for the individuals we support <i>Speaking to other relevant people (e.g., relevant professionals or family carers)</i> Mental support Cooking for them Communication	11. How would you promote the independence of a service user?		
<b>Assessing risk</b> Report it to the office Assess if there is imminent danger Speak to maintenance person from that service; inform the manager of the service	12. What would you do if you will find a faulty equipment in person's home?		
<b>Hygiene/Diet</b> Wear gloves Hand Washing Aprons Uniforms Nutrition and Hydration Promoting a well-balanced diet which will meet the service User's needs.	13. What is your understanding about Dietitians and supplements? How would you support a service user who is at high risk of malnutrition?		

<b>Abuse</b> <i>Violation of human/civil rights Many forms single/repeated act Can be subtle Omission to act Crossed boundaries Can be: Physical/Sexual/Verbal/Psychological/ Emotional/financial/ theft/ Neglect</i>	14 Can you give me 3 types of abuse?		
<i>Act immediately Report it to Line Mgr. Refer to whistleblowing policy</i>	15. What should you do if you suspected a Service User is being abused?		
<b>Mental Health</b> <i>Dementia Depression Anger Drugs Eating disorder Panic attacks</i>	16. What is stress and distress in a service user, How could this be displayed?		

C. Mandatory Questions:	Answers:
1. Are you prepared to travel within this role?	
2. Are you prepared to support individuals in all needs required?	
3. Does the candidate have any Holidays/Annual Leave planned for the next 12 months?	
4. Advise candidate of hourly rate & any enhancements	
5. Discuss any cautions/ convictions/reprimands declared on application & details that would appear on your Disclosure Scotland.	
6. Have you explained the 0-hr contract?	
7. What is your notice period to current Job?	
8. Do you have any questions that you may want to ask?	
9. Uniform Size	

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## **Overall Assessment Process – Summary & Scoring**

Area	Feedback/Comments			
Interview score				
Details of Offer of Engagement – To be completed after all interviews are completed. (In the case of rejection, leave section blank)				
Position:				
Recruitment Authorization:				
Name of Interviewer		Signed		Date: