Source: <https://www.thecareworkerscharity.org.uk/blog/care-worker-interview/>

# How do I prepare myself to become a care worker?

Reading accounts of care workers daily routines will give you an insight into your expected tasks. You may even get more specific, reading reviews and descriptions from the organisation’s current employees on job sites and forums.

# What qualities should I have for the role?

Think about why you want to enter care work. It’s likely that your motivation will inform the key strengths that you bring to the role. Are you a good listener? Do you have a knack for putting people at ease or making them laugh? Aside from technical knowledge, these softer skills provide the basis for your care work, allowing you to strike up productive relationships with colleagues and clients alike. Any other relevant job experience will be a bonus.

# Do I work alone or as part of a team?

Care work is a team game, and during pressure situations, it’s essential to rely on your colleagues. Even with the best knowledge in the world, clients will suffer if you can’t cooperate effectively in a group. Creating a harmonious team environment is likely one of the organisation’s primary objectives, creating smiling faces at work and higher staff retention.

# Do I need to handle stress?

Yes, may have to handle stressful situations. As uncomfortable as these events are, they provide room for growth, which is often what interviewers want to discuss. Furthermore, these experiences allow you to empathise more effectively with clients, who may suffer from their own health-related stresses and strains.

# Is it necessary to have previous experience?

Although it’s not always necessary to possess formal experience, some job seekers choose to gain industry exposure in voluntary capacities, which can serve them well at interview. Even if you haven’t volunteered, perhaps you’ve utilised care-centric skills when dealing with friends or loved ones and can draw on this knowledge. This type of compassionate experience will help you thrive in the role.

# Do I need to be concerned about safeguarding?

Safeguarding is the protection of a client’s health, wellbeing and human rights, keeping them safe from harm, abuse and neglect. Clients receiving care are often vulnerable, and protecting these individuals through a robust framework is imperative. The Care Act of 2014 outlines your expected duty of care and should be consulted prior to interview.

# Does the work have to be person-centred?

Whereas care can sometimes be prescriptive, emerging evidence suggests that person-centred intervention is more effective. Involving your clients in the care process and giving them the autonomy to decide on their individual needs is essential for improved health outcomes. Care is not about doing everything for your clients. Instead, it’s about discovering how clients can participate in the process and assisting them where needed.

# How do I handle an upset or confused client?

When clients start to need help with their activities of daily living, it can be a difficult transition. Accepting a stranger into their lives to assist with personal tasks is daunting for many. Adopting a patient, calm demeanour, therefore, is vital to put clients at ease, ensuring you can work safely and effectively. Perhaps discussing the client with your coworkers or superiors will provide more information on how best to manage the situation. Liaising with family and friends may help to uncover alternative methods of intervention and support.

# How do I handled an emergency or an event which required quick-thinking?

While you may never have performed the Heimlich manoeuvre in a restaurant before, perhaps you’ve dealt with previous emergency situations or averted potential risks in the past. Researching on these incidents allows you to use your initiative when required, an important skill when helping clients who suffer from potentially unstable health conditions.

# What should I do if a client I am attending has collapsed?

This question tests your ability to take the initiative in a potential emergency situation. If finding a client on the floor, basic first aid training would be necessary to ensure the patient is breathing. Utilising the Danger, Response, Airway, Breathing, Circulation pneumonic (D-R-A-B-C) can help you recall the correct procedure. If you find a client is unresponsive and either not breathing or breathing irregularly, you need to call the emergency services before performing CPR. Such training would be provided in your employee induction. Other types of accidents or falls may also require the emergency services, in addition to informing management and completing an incident report.

# What kind of support would an elderly client require?

Many care workers will be expected to work with elderly clientele. These individuals, due to ageing, illness or disability, may need greater assistance. In addition to helping with functional, household and community activities, these individuals may require assistance with aspects like personal care.

# How would I care for someone with [particular condition, e.g. Alzheimer’s Disease]?

A technical question such as this may vary depending on the job description and the clientele you’ll be expected to work with. Having at least a basic understanding of common health conditions in your proposed client group is essential to answer any care questions effectively and prepare any specific tools or techniques that care workers use in their daily management.

# How do you perform a client needs assessment?

A needs assessment is the vital first step of gauging the level of support clients require and is undertaken alongside a risk assessment. Speaking to a client and their loved ones about their current activities of daily living and functional status is important to determine the facilitation required. A needs assessment should focus on person-centred care and the empowerment of the individual to participate in their care as much as possible.

# How would you maintain a client’s dignity and respect?

Where clients were strong and independent prior to illness or disability, they may now require help with what they consider basic tasks, leading to feelings of vulnerability. Therefore, it’s essential to maintain client’s dignity and respect. One such example is with personal care. Ensuring that clients provide consent before helping them is important, while providing as much privacy as possible. Encouraging a client to do as much as they can while you facilitate will help them stay as independent as possible.

# Is my previous work experience important?

It is important to understand if there’s any transferable experience from your previous role(s), and why you’re leaving your current employment. This might be especially pertinent when changing careers and entering care for the first time. If you’re transitioning from another care worker role, you should be able to draw upon the experience that qualifies you for the new position.

# How many hours should I be available to work?

Care work doesn’t stop at 5 pm, with clients requiring support at all hours of the day and night. The varying shift patterns and flexibility that caring can provide is attractive to some potential applicants, who might be juggling their own family responsibilities. As such, it’s advisable to consider the days and times you’re available to work ahead of time.