



# Interview Tips for Employers

*Finding a good direct care worker starts with asking the right questions in the interview. Your questions should reflect your unique wants and needs. This resource includes a few categories of interview questions to help you organize your thoughts. But first, we start with some general tips for interviewing applicants.*

## General Interviewing Tips

- **Consider a Phone Screening**

Having a brief phone conversation with applicants can help you identify the most promising ones, which reduces the number of in-person interviews you need to schedule.

- **Prepare a List of Questions**

Start with general questions to get a sense of the applicant's personality and communication style. Then move to questions that apply to you and your specific needs.

- **Take Notes**

Write notes during the interviews, or have someone take notes for you. This will refresh your memory and help you compare applicants later.

## Key Categories of Questions

### 1. Personality and Compatibility

*What kind of person are they? Will we get along?*

Ask general questions to help the applicant feel comfortable and to learn about their personality and character.

**Sample Questions:**

- What qualities make you a good caregiver?
- What is your proudest moment outside of work?
- Tell me something about yourself that isn't on your resumé.
- Who is someone you admire, and why?
- What values are important to you?
- Tell me about a time when you showed [empathy, reliability, patience,...]

**2. Experience, Skills, and Abilities**

*Do they have caregiving experience? Do they have the necessary skills and abilities?*

Consider how important caregiving experience is for you. Even without caregiving experience, an applicant with the right personality and temperament might still be a good fit. Decide which skills you're willing to teach, and which ones you're not.

Consider which abilities are essential to your care. For example, is physical strength a requirement?

**Sample Questions:**

- Tell me about your experience working with people who have needs similar to mine.

- Can you explain the difference between helping someone and over-helping?
- Which aspects of caregiving have you found the most challenging? Please give examples.
- What do you find most rewarding about caregiving? Please give examples.
- Why did you leave your last job?
- Is there any task in the job description that you are not able to do?
- If you were hiring a caregiver for a family member, what traits would you look for?
- How do you react to other people's emotions like fear or anger?

### **3. Problem-Solving**

*How would they handle specific situations?*

Give the applicant imaginary scenarios that could happen while working for you, and ask how they would respond. You want these situations to reveal how they deal with emergencies, challenging behaviors, or conflict with other people.

Consider situations where you were unhappy with how a previous caregiver handled them to see if and how the applicant might handle it differently.

#### **Sample Questions:**

- What would you do if your shift was over but your replacement hadn't arrived yet?

- You go with me to a clinic for a doctor's appointment I have. The person at the registration desk talks to you instead of me. What would you do?

#### **4. Applicant's Needs and Expectations**

*What are their needs? Can you meet their expectations?*

Remember that the relationship with your employees is a two-way street. Understanding what the applicant expects from an employer will help ensure a good match.

##### **Sample Questions:**

- How do you prefer to get feedback?
- What makes you feel appreciated?

### **Additional Interview Question Resources**

[17 Smart Interview Questions to Ask Your Caregiver Candidates | Cornerstone Healthcare Training](#)

[75 Caregiver Interview Questions to Help You Hire the Right Caregivers](#)

[Senior caregiver interview questions to ask when hiring](#)

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