

# Interviewing

# INTERVIEWING

## Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.



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Connecticut Council on  
Developmental Disabilities

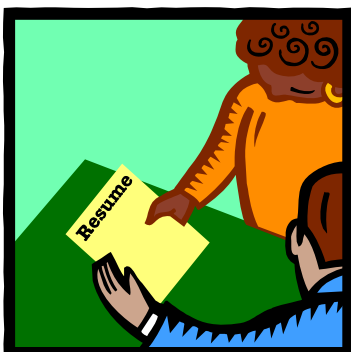


Money Follows the Person Demonstration  
by the Centers for Medicare and Medicaid Services

## Getting Started

The interview is an important part of the hiring process. It gives you the opportunity to meet someone face-to-face. This helps you to make a better decision of who you are interested in hiring. Sometimes talking to someone over the phone gives you a different impression than when you actually meet them. However, do not interview everyone you talk to on the phone. Decide to interview only the people that best match your qualifications in your job description.

If you are new to the interview process, you may want to ask someone familiar with your interests and support needs to sit in the interview too. The next section will give you more details about what you should include in the interview.



## What Is Involved In An Interview?

Being prepared for an interview is very important. It will help you in making the best decision of who you should hire for the position you have available. So what should you do in an interview? You want to be sure you include the following areas:

- ☑ **Describe the Position** – Be sure you give enough detail about the position. Give the person you are interviewing a copy of the job description for that particular position.
- ☑ **Ask Them Interview Questions** – You should ask everyone the same questions. Have the list in front of you and write down their answers. That way you can go back to their answers later when you are making a decision.
- ☑ **Ask Them to Fill Out the Application** – The application can be one you develop, or you can use the application for Allied Community Resources and the Waiver. Do not have them fill out the other paperwork from Allied unless you hire them.

## Who Do I Hire?

Once you complete your interviews, it's time for you to decide who you think you would like to hire. Go back to the notes you took about each person during the interview. Also think about some of the other things you may have seen during the actual interview. This includes some of the following:

- ☑ **Was the person you interviewed on time? If not, why?** If they are not on time for the interview, they will probably not be on time for work if you hire them. There may be some explanations, but this should be a concern.
- ☑ **Were they dressed and groomed nicely?** If they come to the interview looking messy, they will continue to do the same if they were hired, and may not take pride in their work.
- ☑ **What did they do when they met you?** If they were nervous around you or uncomfortable, it may mean that it might be the same way working together. They should be respectful of who you are right from the start.
- ☑ **Did they seem interested in the job or was it more just "a job"?** Since you have to spend a lot of time one-on-one together in your day-to-day life,



you want them to show some interest in you as a person and what you do in your life.

- ☑ **Did anything make you concerned or make you uncomfortable?** This is also known as "red flags." Pay close attention to this, and your "gut feelings." Usually you feel this way for a reason.
- ☑ **Did they talk in detail about the tasks of the position, and if they were uncomfortable with any part of the tasks?** Do not just hire someone for their personality. Be sure, as much as possible, they can do the job as well.
- ☑ **Do they have reliable transportation, or did they mention any barriers that might prevent them from doing the job?** This is important. It's also important they are able to drive in bad weather if needed.

Once you answer these questions, you can narrow it down to who you most want to hire, and continue with the hiring process.

## Personal Care Assistant Interview Questions

Applicant Name: \_\_\_\_\_

### Prior to Asking Questions Review What Was Said on the Phone

- Discuss the position – days, times & tasks
  - Provide an overview of your disability – supports you require
  - Discuss any adaptive equipment they would need to use
  - If driving is required, discuss it at this point
  - Discuss payment – rates and how payment is provided
1. Please tell me something about yourself. Interests? Hobbies? What you do during your leisure time?
  2. Please discuss previous work experience. What were the responsibilities of the job? What did you like and not like about these jobs? Why did you leave?
  3. Please discuss any experience you have providing support to someone with a disability. If you have experience, what qualities do you have that were important to this position? What did you feel uncomfortable doing? If you don't have experience, what would make you feel uncomfortable with this position?
  4. Can you think of anything that may prevent you from doing any portion of this job? If so, please discuss?

## Interview Questions Continued

5. How do you learn best?
  
6. What qualities do you look for in a supervisor?
  
7. What do you think an employer or someone you know would say are your strengths and weaknesses?
  
8. Would you be willing / able to fill in for other assistants in case of sickness or a change in schedule? Are there any times you would not be available?
  
9. What interests you most about this position? What part of the position do you think you would enjoy least? Please discuss further.
  
10. (If this applies) Do you have any concerns about dogs or cats? Do you have any problems assisting me with feeding, changing water, grooming, changing a liter box and cleaning up after the dog, and other tasks as needed? Please discuss further.

## Interview Questions Concluded

11. Why do you want this job?

12. Why should I hire YOU for this position?

13. Do you have any questions for me?

14. If you were hired when could you start?

Discuss when you anticipate making a decision, verify that it is okay to call references, and explain the paperwork that will need to be completed in order for Allied Community Resources to set someone up as an employee.



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# Interview Rating Sheet

Applicant's Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Date of Interview: \_\_\_\_\_

- Punctual (was on time for the interview)
- Appears Dependable
- Appears Trustworthy
- Appears Patient
- Willing to Learn
- Compatible With My Personality
- Compatible With My Needs
- Neat Appearance
- Attitude Appears Positive
- Able to Drive
- Experienced in Personal Care
- Likes to Cook
- Likes to Clean
- Reliable Transportation
- Other \_\_\_\_\_
- Other \_\_\_\_\_

When Are They Available? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Positive Impressions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Negative Impressions / Concerns: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Source: CT CPASS: You are the Employer: A Guide to Hiring And Managing Personal Assistant Services.**  
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