

Vervoe Interview Guide

Personal Care Assistant

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Empathy, Sensitivity, Discretion, Health and Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
Personal Care Assistant	<ul style="list-style-type: none">• Experience as a personal care assistant with patients including light housework duties, assisting with engagement and stimulation and personal duties• Understands the importance of their role on the livelihood of their clients and client's families			
Questions				
	Tell us what you enjoy about being a personal care assistant?			
	What qualities do you think are important in personal care?			
	Tell us about a particularly complex case or client you have had to manage.			

Comments

Empathetic

Competency/Skill	Candidate with this will display	Low	Medium	High
Empathetic	<ul style="list-style-type: none">• Understands clients and family members situations and responds with empathy and kindness• Remains calm and empathetic in highly emotional situations			
Questions				
	Can you tell us about when you have taken the time to go the extra mile, to be kind at work?			
	Have you had to provide emotional support to a client or their family? If so, tell us about it.			

Comments

Sensitive/Discrete

Competency/Skill	Candidate with this will display	Low	Medium	High
Sensitive/Discrete	<ul style="list-style-type: none"> • Demonstrates ability to handle personal situations and circumstances with sensitivity and maturity • Experience managing sensitive situations with residents • Ability to remain calm and professional in sensitive situations • Maintains patients dignity in any situation 			
Questions				
	Why do you think discretion is important for a personal care assistant?			
	Describe a time where you have handled a particular situation with discretion or sensitivity.			
	How do you maintain sensitivity in personal situations with your clients?			

Comments

Health and Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
Health and Safety	<ul style="list-style-type: none">Clearly understands the importance of health and safety in their work environmentsAdheres to and advocates for health and safety guidelines in their work of place			
Questions				
	Describe a situation where you encountered a health and safety issue at work. What did you do?			
	What sort of health and safety issues do you think you need to be aware of in this role?			
	Describe a time where your patient has refused help or become agitated or violent. How did you handle this situation?			

Comments