

Personal Assistant Interview Score Sheet

Introduction

Welcome to the Personal Assistant Interview Score Sheet. This score sheet / guide is designed to help you conduct thorough and effective interviews, ensuring you find the best candidate to meet your requirements.

Guidance on Questions

The questions provided in this score sheet are meant to serve as a guide. You are encouraged to select the questions that best suit your specific requirements and circumstances. Feel free to adapt or skip questions as necessary to tailor the interview to your personal situation.

Interview Venue

When arranging the interview, it is always preferable to do so at a neutral location. This ensures a comfortable and impartial setting for both parties. However, if the interview needs to be conducted in a home environment, it is essential, where possible, to have someone present for support. This person can provide assistance if needed and contribute to a safe and comfortable atmosphere.

Prohibited Questions

During the interview, it is important to respect the candidate's privacy and adhere to legal guidelines. Avoid asking questions about:

- Age
- Marital status or family plans
- Religion or beliefs
- Ethnic background or race
- Sexual orientation
- Medical history or impairments (unless directly relevant to the job requirements and framed appropriately, please seek guidance from your insurance provider employers helpline if required)

These guidelines help ensure that the interview process is fair, respectful, and focused on finding the most suited Personal Assistant for your requirements.

The Direct Payment Support Service hopes the guidance provided within this document assists you in making a well-informed decision and finding the right candidate to provide excellent support.

Candidate:

Interviewer:

Date:

^ Welcome and introductions by yourself / interview Chairperson. Explain process of interview, your questions, followed by the Personal Assistants questions.

^ I'd / We'd like to start by asking you a little bit about yourself.....

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
1. Could you tell me / us about your current situation?	Possible responses include: - <ul style="list-style-type: none">• Availability• Employment status		
2. From any work that you've done (paid or unpaid) could you tell me / us what you liked and disliked about it, and why?			
3. Could you tell me / us about a stressful situation you've experienced and how you handled it?	How they identify/react to stress What are their coping skills		
4. Can you describe a time when you had to manage multiple tasks at once? How did you prioritise your duties?	Possible responses include: - <ul style="list-style-type: none">• Active Listening• Clear Communication		
5. Why do you want to work as a Personal Assistant?	What motivates the applicant		

^ Now I / we want to talk about the actual role of a Personal Assistant

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
6. What factors do you think you need to take into account when working in somebody's home?	Recognition of boundaries Choice and control		
7. Being a Personal Assistant is mainly a one to one position, with this in mind, how would you build rapport and trust with myself?	Possible responses include: - <ul style="list-style-type: none"> • Active Listening • Clear Communication • Reliability • Confidentiality • Empathy • Proactivity • Adaptability • Professionalism 		
8. What experience and skills can you bring to this type of work ?	Perception of relevant and / or appropriate skills.		

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
9. How do you ensure the dignity and privacy of the individuals you support?	<p>Possible responses include: -</p> <ul style="list-style-type: none"> • Respectful Communication • Confidentiality • Consent • Privacy Measures • Empathy • Personal Choice • Professional Boundaries • Training • Individualised Care • Feedback 		
10. Can you say why I/we stress the need for confidentiality, and what sort of things might it include ?	<p>Recognition that all aspects of employers life is confidential.</p> <p>Recognition of impact of breach of confidence.</p>		

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
11. How would you resolve any conflict between you and your employer ?	Recognition of the need for open communication. Involve a possible third party if both parties feel the need for mediation.		
12. If you wanted to end your employment how would you do this ?	Recognition of need for adequate notice as stated in contract.		
13. What information-- from yourself -- do you believe is important to ensure my (the persons) rota is up to date?	Keeping the employer informed of days and hours available and any changes in circumstances		
14. How would you deal with a medical emergency? Such as a fall or having a sudden health problem?	Possible responses include: - <ul style="list-style-type: none"> • Immediate Response • First Aid Knowledge • Calm Demeanour • Emergency Protocols • Communication • Calling for Help • Documentation • Post-Emergency Support • Training they've gained, e.g First Aid • Learning from Experience 		

Below are some questions around commitment and reliability: -

Question	Criteria	Score	Comments
15. How would you manage your time to ensure you are punctual and reliable for your shifts?	<p>Possible responses include: -</p> <ul style="list-style-type: none">• Planning Ahead• Prioritisation• Time Management Tools: Using tools such as calendars, alarms, and reminders to keep track of shifts and deadlines.• Buffer Time• Consistent Routine• Preparation• Communication• Self-Discipline• Flexibility• Reflecting and Improving		

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
16. Are you comfortable working flexible hours, for example, evenings and weekends?	Possible responses include: - <ul style="list-style-type: none"> • Availability • Adaptability • Work-Life Balance • Commitment • Experience • Time Management • Reliability • Communication • Energy Management • Positive Attitude 		
17. What motivates you to maintain a high standard of support?	Possible responses include: - <ul style="list-style-type: none"> • Personal Satisfaction • Professional Ethics • Positive Feedback • Continuous Improvement • Sense of Responsibility • Building Trust • Making a Difference • Job Satisfaction • Team Collaboration 		

The next two questions are around terminology: -

<u>Question</u>	<u>Criteria</u>	<u>Score</u>	<u>Comments</u>
18. Why do you think many disabled people prefer the term Personal Assistant to Carer?	Recognition that people prefer different terminology. How people can perceive the implications of 'Carer'.		
19. Can you say what disabled people mean by Independent Living?	Recognition that it's choice and control over their life, but not doing everything.		

^ That is the end of my / our questions. Is there anything you would like to ask ?

^ You / Chairperson clarifies any gaps in the application and records them below.

^ You / Chairperson then thanks the Personal Assistant and says when you will notify them of your decision.

The Direct Payment Support Service hope you have found this information sheet useful.

The Direct Payment Support Service is available Monday to Friday from 9am until 5pm using the telephone number and email address below and on the first page of the information sheet. Any emails that are received will receive a reply within three working days.

The Direct Payment Support Service contact details: -

Tel: 0370 779 1300

Email: dpsupportservice@hants.gov.uk

The Direct Payment Support Service has further information sheets on various topics, including:

- Introduction to Direct Payments
- Information on Advocacy
- Acting as an Authorised / Nominated person
- Introduction to PPL Virtual Wallet
- Information on Insurance providers
- Information on Payroll providers
- Introduction to employing a Personal Assistant
- Guide to employing your own Personal Assistant
 - Including job advertisement templates
- Ending a Direct Payment