

## Home Care Supervisor – Personality Trait based interview questions

After reviewing the Care Advantage suitability report, these questions can be used during the job interview to dig deeper into an identified personality trait.

### **Conscientious**

Can you give me an example of how you go about monitoring your staff's schedules and how you deal with conflicting demands from your staff and clients?

[if score is to the right] Can you tell me about a time when you were in the middle of completing a task and you were interrupted by something? What was the situation like and what did you do?

Tell me about a time when you became impatient with a situation and made a decision before you had all the facts. What happened?

### **Tough Minded**

In managing off-site care workers, it's important to have trust in your staff. Can you think about an instance when you were able to trust an employee and it paid off?

Can you give me an example of a time where a client or someone else unexpectedly wanted to do something that you hadn't planned for? What was the situation and what did you do?

[if score is to the right] Tell me about a time when you disagreed with a care worker about how a client's situation should be handled. What did you do?

### **Conventional**

Can you tell me about a time when you came up with a creative solution to an ongoing issue or problem with your staff or clients? What was it and what was the outcome?

[if score is to the left] How have you handled work situations where there was no structure or procedures in place or defined quality standards?

[if score is to the right] Describe a time when you had to deal with several changes in your job all at once. How did you handle it?

## **Extroversion**

Describe a time when you worked in an environment that was very motivating to you. How many people did you work with/on a typical day and how did you interact with them throughout the day?

[if score is to the left] Tell me about a time when you had to be very assertive with an employee in order to correct a performance issue. How did you do it?

Describe a time where you were able to identify a client's need while others were not successful. How did you do it?

## **Stable**

Tell me about a time when you were torn between two major priorities, yet only had time to complete one. How did you handle it?

Have you ever become upset with a client or their family member? What was the situation and what happened?

Can you describe a time when you had to deal with a great deal of stress in your job? What was that like and how did you cope?

## **Team**

Tell me about a time when one of your staff members was doing an incredible job. What did you do to reward them?

Tell me about a time when you were recognised for your excellent service and support to clients and/or staff. How were you recognized and how did you feel?

Sometimes one or more of your team members are not pulling their weight. How did you deal with that situation?