

Home Care Worker – 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 a time when you worked in an environment that was untidy and unorganised? What was the situation like and what did you do?

Can you give me an example of how you keep track of your clients care details and keep yourself organised having to deal with many different 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?

[if score is to the left] Tell me about a situation where you forgot to handle an important detail and it caused a problem. What happened?

Tough Minded

Tell me about a time when you became impatient with a client or co-worker because they were being unreasonable. What happened and how did you deal with it?

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?

Describe a time when you had to deal with a difficult client. 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 of one of your clients? What was it and what was the outcome?

[if score is to the left] Can you give me an example of where you had to adhere to strict procedures and rules? How did that go for you?

[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

Tell me about a time when you really enjoyed the social interaction in your job. What was it like?

[if score is to the left] Can you give me an example of when you had to continually interact with a client in an upbeat manner? How did you stay enthusiastic?

When going into a client's home for the first time, how do you go about getting to know the client and break the ice?

[if score is to the right] Describe a time when you had to work with people who loved to talk a lot during the day. How did this affect your productivity?

Stable

Can you tell me about a time when you felt an issue for your client was more urgent than what others believed? What was the situation and what did you do?

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 or during your studies? What was that like and how did you cope?

[if score is to the left] Tell me about a time when someone really needed you and because of that you took on more responsibility than you could handle. What did you do?

Team

Can you give me an example of where you had to work as part of a team? What was the situation and what was your role within the team?

Can you tell me about a time when you did something extraordinary for your client but were not given credit for it or it wasn't recognised? What did you do?

Have you ever worked as part of a team where a team member did not pull their weight? What did you do and what was the outcome?