**Support Worker & CCW Interview Questions**

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| **Name of Candidate:** |  |
| **Date of Interview:** |  |
| **Location of Role:** |  |
| **Name of interviewer:** |  |

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| **Question** | **Candidate Answer** |
| **Can you tell me why you want to be a Care worker?**   * Make a difference * Experience * Personal Experience * Learn More * Help Others * Compassion * Cares |  |

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| **Talk me through a typical day at work for you.**   * Medication * Activities * Support plan * Personal Care |  |
| **What experience have you gained from previous jobs?**   * Autism * Epilepsy * Personal Care * Medication |  |
| **In your experience what makes a good team?**   * Communication * Working together * Listening to each other * Everyone contributes * Organised |  |
| **Tell me about a time you dealt with a difficult colleague?**  **How did you deal with that?**  **What did you do?**  **What was the outcome?**  **How did you feel?**   * Calm * Listen to point of view * Tried to resolve by talking to them * Involve manager if needed |  |
| **What do you think are the most important things to consider when administering medication and why? What are the Risks?**   * Right patient * Right medication * Right dose * Right time * Right route |  |
| **What is your understanding of epilepsy?**   * Seizures (clonic, tonic, atonic, myoclonic, absence) * Electrical activity in brain * Medication * Triggers |  |
| **How did you/would you help a Service User maintain their dignity while receiving personal care?**   * Empathy * Respectful * Patient * Caring * Communication * How I would want to be treated * Treat them as an individual * Communication |  |
| **What is important to you when caring for another person?**   * Empathy * Respectful * Patient * Positive * Caring * Relationship * Listening * Individual |  |
| **Do you have experience of adults with challenging behaviour? Can you give me an example?**   * Physical * Verbal * Defiant * Don't take it personally |  |
| **What do you find challenging? How do you deal with that?**   * Take my Time Ask for help * Acknowledge it |  |
| **What do you think the difference is between the day Centre setting and a residential home/supported living service?**  Day service purpose is to replicate normal day to day life - some SUs can refer to it as work, school or college. |  |
| **Have you been involved in planning or arranging activities for others? if yes please give examples.**   * Leisure activities * Educational activities * PWS encouraged to learn new skills * Positive outcomes set for them to work towards and achieve |  |
| **Scenario Questions**  (These questions can be used to discuss further the challenging behaviours that SU's may have and that most of the people we support are physically fit, some run very fast and at times they require a high level of physical contact) | |

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| **You are supporting Kevin who has Autism and a learning disability.**  **He has limited verbal speech and rituals and routines that he needs to complete before he can move on.**  **He is supported 2:1 when in the community. You and another colleague are supporting him at a disco which he regularly attends.**  **Kevin was unable to sit at the table he usually sits at but enjoyed himself anyway.**  **At the end of the disco he ran towards his car where you are waiting for him and your colleague follows.**  **As Kevin approaches you he starts to kick you in the shin and grab at your hands bending your fingers back.**  **What would you do in this situation?**   * Remove themselves from situation * Ensure tenant is safe * Communicate with 2nd staff member - what went wrong? * Support tenant * Empathy * Non aversive * Reassurance * Limited verbal communication * Clear direct prompts. |  |
| **You are supporting Keith in his flat.**  **Keith has autism and his appearance and stance can at times be intimidating.**  **Keith is supported 1:1 at all times.**  **Towards the end of a really good shift Keith begins to show that his anxieties are heightening, he begins shouting at you saying “I f------g hate you, I hope you die”**  **How would this make you feel?**  **What would you do?**   * Remain positive * Do not take offence * Build up of anxiety * Continue to support * Redirect * Shift change may have caused anxiety * Empathy * Remain calm |  |
| **You are supporting Peter on a shopping trip to Lake side.**  **Peter is supported 1:1 at all times.**  **Peter buys all the items he needs and spends all his money whilst at Lakeside.**  **On the way-out Peter sees a CD that he likes, points at it and declines to leave the shop.**  **Peter is known to get stuck for hours if he wants something and cannot have it.**  **You are at least 1 hour away from the service.**  **What would you do?**   * Explain why the item can't be brought * If non verbal use clear words, short sentences * Use communication tools and systems (sign language, PECS and Symbols) * Could trigger anxiety and challenging behaviour * Call service for back up * Call manager if needed |  |
| **Megan is 19 years old, she enjoys going for long walks by the seaside.**  **Megan has Cynophobia which is a fear of dogs.**  **Whilst out on a walk M.G. sees a dog off lead.**  **The dog is very excitable and runs towards Megan.**  **Megan appears to be extremely scared and runs away from the dog.**  **What would you do?**   * Follow MG closely to ensure safety * Ask MG to stop running * Reassurance * Redirect |  |
| **What leisure activities do you enjoy doing?** |  |
| **What parts of this role do you think you would most enjoy?**   * Building a relationship * Making someone smile * Making a difference * Giving a better life * Helping someone achieve independence |  |
| **What part of your current role do you least enjoy?** |  |
| **Driving (only for jobs that have advertised the need to be a driver)**  **Do you drive?**  **Do you drive a manual car?**  **Would you be happy driving a SU's Mobility Car?**  **Can you/would you be happy driving a minibus? Do you have the correct licence for a minibus?** |  |

**Please ensure the following is discussed with the candidate: -**

**SALARIES & HOURLY RATES**

For Residential or Supported Living staff they will receive a flat rate of pay, called base pay, plus a shift allowance.

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| **REGISTERED & SUPPORTED LIVING STAFF** | **Annual Base Rate** | **Annual Salary with Shift Allowance** |
| SUPPORT WORKER | £17,010 p.a. / £8.72 p.h. | £18,000 p.a. / £9.23 p.h. |
| NIGHT SUPPORT WORKER | £17,450 p.a. / £8.95 p.h. | £18,450 p.a. / £9.46 p.h. |
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| **DAY SERVICE STAFF** | **ANNUAL** | **Hourly Rate** |
| SPECIALIST SUPPORT WORKER - Day | £17,010 | £8.72 |
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| **CASUAL STAFF** | **Hourly Rates** |
| CASUAL CARE WORKER – Day Service (9am to 4.30pm) | £9.00 |
| CASUAL CARE WORKER – Residential & Supported Living  (7am to 9am & 4.30pm to 10pm) | £10.25 |
| CASUAL WAKE NIGHT WORKER (10pm to 7am) | £10.75 |  |  |
| SLEEP IN PAYMENT PER NIGHT | £60.00 |  |  |

**TRAINING**

* **No experience is required -** Training is the same for all staff irrespective of previous experience and is generally addressed in the following ways:
* **Induction -** Lasts for 5 days and is paid and provides you with statutory training and information about the Trust and our philosophy.
* **Examples of training covered in induction**:-
* Insight into KAT
* Section from HR Team
* Full day of Autism training
* Positive Behaviour Support.
* Health and Safety
* Medication
* Moving and Handling of People
* Epilepsy and how to administer emergency medications
* Safeguarding of Vulnerable Adults
* Mental Capacity Act and Deprivation of Liberties

**Please note that the Induction forms part of their mandatory training and will need to be completed in full within their first 4 months of employment.**

* **On the Job Training –** Shadowing current staff
* **The Care Certificate -** Will be worked through with a person’s manager or mentor who will sign off competencies in specific areas. *Unless they have a current completed Care Certificate.*
* **Specialist Courses / Further Development -** Studio 3 ‘Managing Challenging Behaviour Courses’

**Declaration to Request References**

As part of our on boarding process we are required to obtain two employment references for new employees.

References will only be requested once an offer of work has been made.

Please read and sign below, to give us authorisation to contact the referees that you provided on CVMinder to obtain a reference on your behalf.

**Failure to return this signed declaration may result in a delay in your on boarding checks being completed, which could delay your employment start date.**

I have applied for employment with the **Kent Autistic Trust** and have provided information about my previous employment.

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ authorise the **Kent Autistic Trust** to conduct a reference check with my present and/or previous employer(s).

I understand that reference information may include, but not be limited to, verbal and written inquiries to include information about my employment performance, professional demeanour, rehire potential, dates of employment, number of absences (including sickness absence), disciplinary action and employment history.

My signature below authorises my former or current employers and referees to release information regarding my employment record with their organizations and to provide any additional information that may be necessary for my application for employment to the Kent Autistic Trust, whether the information is positive or negative.

I knowingly and voluntarily release all former and current employers, references, and the Kent Autistic Trust from any and all liability arising from their giving or receiving information about my employment history and my suitability for employment with the Kent Autistic Trust.

This form may be duplicated, and these copies will be as effective as a release or consent as the original which I sign.

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_