



**POSITION:** Home Health Aide

**POSITION CLASSIFICATION:** Non-Exempt

**EMPLOYMENT STATUS:** Full-Time/Part-Time

Applicant:	Interviewer:
Date:	Office:

**Introduction**

1. Tell me about yourself. What’s your experience with home care? What inspired you to look for a job with Recover Care? How did you hear about Recover Care?

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2. Why do you do what you do?

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**Client Experience**

3. When you’re client requests many things at once it can be tricky to patiently deliver on all of them. How do you go about prioritizing your clients’ needs?

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4. Give me an example of a time when you did not meet a client’s expectation. What happened, and how did you attempt to rectify the situation?

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5. Describe a time when you had to work with a difficult client. What was the situation, and how did you handle it?

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**Clinical Outcomes**

6. Sometimes it’s just not possible to get everything on your to-do list done. How do you determine which tasks are completed and which will have to wait?

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## Home Health Aide – Interview Guide

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7. What would you do if you entered a client's home with horrible living conditions?

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8. Describe to me your understanding of HIPAA and Patient Privacy? What does it mean to you?

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9. What would you do if a client refused her shower?

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10. What would you do if a client became confrontational while you were trying to assist with his morning cares?

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### Employee Engagement

11. Give me an example of a time you faced a conflict while working on a team. How did you handle that?

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12. What differentiates an organization from the next home health agency down the road?

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13. We all make mistakes. Tell me about a time you wish you'd handled a situation differently.

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## Home Health Aide – Interview Guide

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14. What would you do if you were called last minute for a visit?

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### Growth/Finance

15. In the middle of your visit, you recognize your client is upset by something you did. How do you handle this?

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### Other

16. Tell me about your proudest professional accomplishment.

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17. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.

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18. Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle each? Which management style do you prefer?

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### Logistics

19. How far are you willing to travel?

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20. How many hours are you hoping to work per week?

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21. What is your current salary/what salary are you looking for?

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Interview Outcome			
<input type="checkbox"/> Employment Offered	<input type="checkbox"/> Requires 2 <sup>nd</sup> Interview	<input type="checkbox"/> Pending	<input type="checkbox"/> Declined