



POSITION: Team Coordinator / Home Health Aide

POSITION CLASSIFICATION: Non-Exempt

EMPLOYMENT STATUS: Full-Time

Applicant:	Interviewer:
Date:	Office:

Skills to look for:

Client focused

Great with computers

Multitasking – small repetitive requests

Like to solve puzzles

Proficient at scheduling

See their role as a support to the clinicians - to make the lives of clinicians as easy as possible / goal to keep clinicians as productive as possible

“The right TC is the future Administrator”

See big picture, but still be detail oriented – can connect the dots

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?

2. Why do you do what you do?

3. How would your current manager describe your work style?

4. Tell me about a time you went above and beyond the call of duty to get the job done.

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Technology

- 5. How would you rate yourself on a scale of 1-10 when it comes to using technology? What technology systems have you used before?

- 6. Do you have a Smartphone? If so, what kind?

- 7. Describe for me your thoughts about how scheduling factors into the overall success of Recover Care?

Client Experience

- 8. When your 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?

- 9. 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?

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

Employee Engagement

- 11. Talk about a time when you had to work closely with someone whose personality was very different from yours.

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

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

Clinical Outcomes

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

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

Growth/Finance

17. A client calls you and is upset by the services he received. How do you handle this?

Other

18. Tell me about your proudest professional accomplishment.

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

20. 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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21. Do prefer to work with the "big picture" or the "details" of a situation? Give an example that shows this.

22. Where do you feel your greatest opportunity for growth and development lies?

23. If you were to start a career at Recover Care, what would one primary goal of yours be?

Logistics

24. How far are you willing to travel?

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

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

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