

Top Interview Techniques For Social Care & Supported Housing Work

Thursday 10th September
2009

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The two main elements to be successful at interview are:

- Know the organisation and also their philosophy & culture
- Understand the role and what would be required of you if successful

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For the beginning of this Presentation, please split in to groups and discuss the most difficult questions you have faced at interview.



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The most common questions/topics which come up at interview are:

- Health & Safety
- Support Plans
- Mental Capacity Act 2005
- Protection of Vulnerable Adults (POVA)
- Confidentiality
- Housing Support
- Legislation
- Equal Opportunities

Did you see them all?

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Health & Safety

What do you think your responsibilities will be, in regards to Health & Safety within this role?

- **Safety of ones self and others**
- **Risk Assessments**
- **Identify, Record, Report & Document Hazards**
- **Minimise the Risks**
- **Advise of any and all potential risks or concerns**
- **Make a Referral (if appropriate)**
- **Regular Review**
- **Adhere to the Health & Safety policies of the organisation**

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Support Plans

What questions would you ask a new client regarding their support planning assessment?

How many different types of support does the client's needs:

- Promotes choice & independence
- Daily activities & routines
- Gives routine & purpose
- Long-term plans
- Likes & dislikes
- Also helps staff to understand client needs and continuity of care
- Any medical requirements
- Desired outcomes
- Contact names including next of kin, social worker, GP etc

For example, what type of health needs you would address:

- Religion and culture
- Assistance with appointments or an escort to the GP/Hospital
- Gender differences involved?
- How regularly do they visit?
- How they get to their visits?
- Meal preparation
- Amend & update the clients support plan

Remember to mention that you will:

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Always Remember:

- Where possible try to give an example with each answer you give to a question..

This will:

- Demonstrate that you have previous experience
- Show that you understand the procedures & steps to take

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Mental Capacity Act

- Mental Capacity Act 2005

Main Focus:

To enable clients with learning difficulties & those with mental health problems to make informed decisions regarding their care and life choices

A person is unable to make a particular decision if they cannot do one or more of the following four things:

- Understand the information relevant to the decision
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision.
- Communicate their decision

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Protection of Vulnerable Adults - (P.O.V.A)

Protection of Vulnerable Adults is an act of law, implemented to ensure that vulnerable adults are protected against abuse.

What do you do when reporting abuse?

- You must explain the **WHOLE** process

Key things to remember:

Gathering full details of the alleged abuse:

- Physical Abuse
 - Notify
 - Sexual Abuse
 - Protect
 - Liaise
 - Neglect
 - Investigate
 - Manage
- Discriminatory Abuse
 - Support
 - Record
 - Review

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Confidentiality

What would you do if a vulnerable person that you have been working with for several years, came up to you and said they wanted to tell you a secret but before they tell you, you have to promise not to tell anyone?

It is important that you:

- **Never promise to keep secrets for clients**
- **Never agree to keep the secret and then break this agreement by telling someone.**
- **Always be truthful**
- **Reassure the client**

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Housing Support

What different types of support can a housing support unit offer a client?

The five main categories of housing support:

- **Rehabilitation**
- **Developing Life Skills**
- **Benefits & Legal Matters**
- **Learning Skills**
- **Emotional Support**

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Sustained Tenancy

What steps would you take or advise would you give to a service user regarding sustaining their tenancy?

Financial Security:

The two main areas for answering this question are:

- Budgeting issues which may arise from which are causing a client to break their tenancy agreement
- Repayment Security
- Advise them on the things they will need to budget for
- Monitor on a regular basis (may be informally)
- To advise clients to set up Direct Debit for Rent & Bills
- Trouble Free Tenancy
- You can not force a client to implement your advise
- Quarterly inspections
- Rent to Landlord
- Client to sign an agreement
- Remember to document & record all inspections.
- Basic Food

Luxury Items:

- Sweets/Chocolate
- Cigarettes/Alcohol

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Legislation

Can you name recent pieces of legislation that apply to our work and which dictates how we work with vulnerable service users who need support?

The White Paper aims to achieve four main goals, **'The White Paper'**:
Candidates should understand & have awareness of the following government guidance:

- Better prevention services with earlier intervention
- Valuing people's skills and experience to provide guidance and instructions to all relevant parties in regards to their responsibilities and further actions required in order to meet the vision in the Green Paper of high-quality support meeting people's aspirations for independence and greater control over their lives, making services flexible and responsive to individual needs.
- A new 'People Check' to support people to make real choices for people.
- Give people more choice and a louder voice
- Supporting people to make real choices for people.

The White Paper has led to:

- The introduction of individual budgets
- Efforts to bring together several income streams from social care, inclusive of:
- Community Equipment, Access to Work, Independent Living Funds, Disability Facilities Grants & Supporting people more in control
- Greater emphasis on prevention
- Fitting services round people, not people round services

The White Paper recognises and highlights the need to do more on tackling inequalities & improving access to community services.

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Equal Opportunities

What does equal opportunities mean to you ?

It means that all people have the right to access all facilities & utilise any skills, which may help them to have a good quality of life. This is regardless of:

- **Clients may not all receive the same services.**
 - **Colour**
 - **Age**
 - **Sexuality**
- **Remember to state that you will work in line with the organisation's Equal Opportunity Policy and Procedures.**
 - **Physical Ability**
 - **Mental Ability**
 - **Religion**
 - **Marital status**
 - **Parenthood**
 - **Political affiliation**

All People have the right to expect other people to allow them to i.e. access all facilities freely..

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Common Mistakes

- **Time Keeping**
- **Dress code**
- **Going to an interview for the wrong position**
- **Not being prepared for the interview**
- **Body Language**
- **Not answering the question that was asked by the interviewer**
- **Not being fully aware of your own CV or application form**

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Do's & Don'ts

Do's

- Research the organisation
- Read the Job Spec & Job Description
- Be punctual
- Be confident and relaxed
- Always look directly at the interviewer
- Use examples & scenarios

Don'ts

- Arrive Late
- Let your appearance be marked against you
- Do not answer questions with “umm” or “err”
- Speak negative about yourself
- Lie on your CV
- Ask for a question to be repeated more than once
- Do not claim to know or have done something that you have not done
- Always be honest



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Thank You All For Attending This Seminar

