



Interview Questions for Potential Providers

As part of the hiring process, we recommend that consumers conduct a telephone interview prior to meeting and offering employment to a potential provider. Here are some questions that you might consider asking during your telephone interview:

- Can you tell me something about yourself?
- Are you available to work the days and times I need you?
- Would you have any problem doing the tasks I need done?
- Do you have experience performing these tasks?
- Have you had any training in home and personal care? If so, please describe where you received this training and what it covered.
- Where else have you worked?
- Do you have reliable transportation for getting to work?
- Do you smoke?
- Do you use alcohol or drugs?
- Could you give me work and personal references that I could check? I will need names and phone numbers and, if this is a work reference, the dates of your employment and the type of work.

If you are not satisfied with the person's availability, experience, or ability to perform the needed tasks or get to your home on a reliable basis, thank the person for his/her time and wish the person the best in finding a more suitable position.

If the candidate's responses are generally positive, but you have reservations, tell him/her that you would like to check some of his/her references and get back to him/her within a few days. Then, try to define and address your reservations when you talk with the person's references.

If, on the other hand, the person has the necessary experience, meets your special requirements, and communicates well with you over the phone, schedule a personal interview with him/her. This interview can take place in your home or in a public place nearby. Be clear about the date, time, and location of the interview (a cross-street is helpful) and make sure the candidate has your name and phone number. Consider asking a friend or family member to join you so that you can compare your assessments of the candidate.