

10 steps to Nail Your Interview

01

CONFIRM YOUR INFORMATION

- Know where you're going, who you're meeting & when
- Plan your route and find parking to avoid being late
- Do you need to do take anything with you or fill in any forms?

02

TURN UP OR CALL TO CANCEL

1 in 5 applicants don't show up. Ring if you can't make it & ask if you can reschedule.

03

WHY ARE YOU GREAT? THINK ABOUT:

- why are you right for this position?
- why would you be great to work in this sector?
- who have you supported? What difference did you make to their life?
- give examples of how you've dealt with different situations
- your values and the impact you want to make on people's lives
- learn the 'Cs in Care' by Skills for Care (see next page for these)

04

WHAT DO YOU NEED TO KNOW?

What type of care does the service provide? What's their CQC rating?

Be ready for questions on

- Health and Safety
- your qualifications
- medication
- any training you've done

05

BODY LANGUAGE & CONVERSATION

- Be polite, relaxed but professional & make eye contact. Speak clearly & slowly.
- Ask questions like 'what does your role involve?', 'why do you love working here?'
- Who's doing most talking? Is the interviewer interested in what you're saying?

06

ASK QUESTIONS ABOUT:

- the team you will be working with
- your hours and rota, flexibility and / or additional shifts offered
- why the service is a good place to work
- what training and support you'll get to increase your confidence and ability
- the rate of pay (don't make this the first question)

07

THINK ABOUT YOUR PROGRESSION

Take time to think in advance about what you enjoy and excel in.

Be ready to think on your feet and say how you might deal with a situation.

08

BE INTERESTED

Managers want to hire staff who want to work there – say “I would love this job” and “I am so keen to learn more” and show how you are the best person for the position.

09

ASK ABOUT NEXT STEPS

Ask how you have done, by asking “how was my interview?”. Confirm contact details so you can follow up. If there is a second interview, ask how you can improve, what research you will need to do and how many other people are being interviewed.

10

FEEDBACK & ASK MORE QUESTIONS

It's polite to follow up with an email to say thank you and it's an opportunity to ask for feedback and any other questions you have.

The 6 Cs of Health and Social Care are:

CARE: our core business and that of our organisations and the care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them, consistently, throughout every stage of their life.

COMPASSION: how care is given through relationships based on empathy, respect, and dignity - it can also be described as intelligent kindness and is central to how people perceive their care.

COMPETENCE: all those in caring roles must have the ability to understand an individual's health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

COMMUNICATION: central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for 'no decision about me without me'. Communication is the key to a good workplace with benefits for those in our care and staff alike.

COURAGE: enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

COMMITMENT: to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all and meet the health, care, and support challenges ahead.