

Support Worker Job Interview Questions And Answers



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Support Worker Interview Questions And Answers Guide.

Question - 1:

How would you maintain their dignity and respect if you were delivering personal support to someone?

Ans:

This gets candidates to think about how the other person is going to feel. They need to show they can do the job empathetically, encouraging the individual to do as much for themselves as possible, while offering support. The most important thing is to always communicate. Show you understand what needs doing, but highlight that you would give the person the choice as to whether they want to have a bath or go to the toilet.

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Question - 2:

Safeguarding is an important and topical issue. When going into someone's home, how would you know they are safe and healthy? If you felt concerned, what would you do?

Ans:

You need to explain what you would look out for and the signs that someone is in a safe environment. For example, you need to look around at their surroundings, does the person look cared for, do they have somewhere clean to sleep, do they have food and water available, are there signs of abuse and have there been any behavioral changes? The care worker would need to speak to the person to see if they reveal anything and if they have ongoing concerns, report it to their manager. We need people who take the time to follow up with someone if they are worried.

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Question - 3:

A resident is in a wheelchair, he tries to get up when restraints are taken off. Will you use the restraints? What is the restraint policy?

Ans:

A restraint is any device, barrier (such as bed side rails), garment (mittens, posy jackets), furniture (Geri chair) or medications that limits or restricts freedom of movement or access to one's body.

Following are some of the key points that can be mentioned as part of your answer:

- * Restraints can never be used for staff convenience.
- * Always try to determine the cause of the client's agitation or behavior.
- * Restraint use should always be avoided.
- * Informed consent is required.
- * Restraints can only be used in extreme cases and when necessary to prevent harm.
- * A doctor's order is required for use of restraints on a client.
- * Least restraint method is to be used at all times.

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Question - 4:

What personal traits make you a good candidate for the disability support worker position?

Ans:

The most important trait that I possess is personal and cultural sensitivity. I know I can handle situations with tact and poise and my inherent patience goes a long way in making me a good candidate for this role.

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Question - 5:

What is a family support worker?

Ans:

Family support workers help families who are experiencing difficulties and in need of emotional support. The purpose of the job is to help children who would otherwise be taken into care to stay with their family. As a family support worker your work would vary depending on the particular needs of the family.

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Question - 6:



What role do communication and interpersonal skills play in handling patients with disabilities?

Ans:

Both communication and interpersonal skills play a huge part when handling people with disabilities. Communication is the key to understanding what your ward needs and assisting them with their needs. Lack of interpersonal skills can end up in a horn locking game with wards which is just not done in this role.

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Question - 7:

Why do you feel that you are well equipped to handle the demands that the position of a disability support worker poses?

Ans:

I am compassionate by nature and never lose my temper. I understand that this position requires a lot of patience as one is always dealing with difficult situations. I feel well equipped to handle the demands of this position because of my inherent nature to be calm and tactful. By virtue of this, I have handled many adverse situations in this role.

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Question - 8:

What was an incident that actually tested your mettle as a disability support worker?

Ans:

I was assigned to a particularly irate patient with dementia. One day, he got hold of a kitchen knife and threatened to end his life. During the 20 minute ordeal, I talked him into handing me the knife by employing psychological tactics. This was by far the most harrowing time and tested my ability to handle an adverse situation successfully.

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Question - 9:

What personal skills do you possess that make you right for this job?

Ans:

I have an inborn empathetic nature which helps me in managing my clients with dignity and respect at all times.

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Question - 10:

How can you make a significant contribution to a person's life in this role?

Ans:

People become extremely dependent on support workers. The need to make a significant contribution to someone who looks up to you for physical and psychological support is extremely eminent. By providing them with an opportunity to flourish with a little assistance is a great way to making a significant contribution to anyone's life.

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Question - 11:

How important is the need for communication and interpersonal skills for home support workers?

Ans:

Both are extremely important as both are needed for in order to work effectively with people especially when they are unwell and dependent on you.

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Question - 12:

What are the responsibilities of a home support worker?

Ans:

Support workers are required to look after clients in terms of dressing, medication and feeding along with managing their entertainment and psychological needs.

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Question - 13:

What will be your actions if a resident falls?

Ans:

Stay with the patient and call for help immediately. Once help arrives, transfer the patient to the bed or chair safely. Let the resource/charge nurse know immediately and help fill out the incident report by providing all the details related to the fall.

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Question - 14:

How many support workers are there during the transfer of a resident using mechanical lift?

Ans:

You should be competent enough to operate the mechanical lift and be aware of safety precautions before, during and after using the mechanical lift.

It is always recommended that two caregivers are present when a mechanical lift is in use. One to steady the patient and the other to operate the handset.

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**Question - 15:**

How would you deal with an aggressive resident?

Ans:

Some of the common things to keep in mind when dealing with an aggressive resident are:

- * Stay calm
- * Hold your ground
- * Wait out their outbursts
- * Be upfront
- * Stay clear if not directly involved
- * If personal safety is at risk, call 911

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Question - 16:

Any other continuing education you have done related to support worker?

Ans:

A good answer to this question can have a positive impact on the outcome of your interview. You can say whatever you want, but if you can provide proof of what continuing education you have done, it will put you in good books.

There are many courses that can be completed through your workplace and in private. You can check with your clinical educator for help.

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Question - 17:

Name any five resident rights and explain them?

Ans:

* Respect and dignity:

Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes resident's individuality and respects the resident's dignity.

* No abuse:

Every resident has the right to be protected from abuse.

* No neglect:

Every resident has the right not to be neglected by the licensee or staff.

* Proper care:

Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

* Safe and clean home:

Every resident has the right to live in a safe and clean environment.

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Question - 18:

How would you care for a Palliative patient?

Ans:

A palliative patient in a facility or community should be cared with utmost dignity, respect, warmth and empathy. Client's right to autonomy should also be respected by encouraging independence. During the end stages of life, client's preferences and choices should be respected. A Palliative client should also be provided privacy at all times.

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Question - 19:

How will you handle the situation if a co-worker is arguing with you in the hallway?

Ans:

I always advocate an environment of respect, tolerance and civility at my workplace and have not been involved in a conflict with a co-worker during my career however, in my opinion, it is always important to take your co-worker in private, away from the residents and the family.

I would try to calm my co-worker first and listen to why he or she is angry. If unable to do so, I would immediately notify my charge/resource nurse.

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Question - 20:

What was a complex child protection case you have worked on?

Ans:

An employer will be looking to see you've understood and listened to the twofold question. It is common with such questions that interviewees get distracted answering the first part and forget about the second.

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Question - 21:

Where you have achieved good outcomes for the child involved?

Ans:

Interviewers are not solely looking for case details, they want you to talk about the end result for your service user and your role in delivering the outcome. Give an outline of the case, but place emphasis on how you were sensitive to the best interests of the service user in your actions and the outcome.

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Question - 22:



Give an example of how you have contributed to effective team working?

Ans:

This is intended to show employers you will work well with other social workers and your management team. It will also allow employers to find out if you have the softer skills and values for social care. The best example will show how you have listened to colleagues and supported them. Highlight positions of responsibility you had and how you supervised others. Preparation is key here so have an example that clearly shows why team working was important and how your skills influenced the positive outcome.

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Question - 23:

Explain how your understanding of current legislation would inform your daily work?

Ans:

Your answer needs to show an employer you have knowledge, experience and understanding of relevant legislation within areas like mental health or child protection. These are always changing so it is essential you keep up-to-date. You may then delve deeper into your areas of expertise in your answer.

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Question - 24:

What is the importance of the support worker in the lives of the clients?

Ans:

The importance is not only to facilitate daily procedures, but to give their clients a meaningful existence which encourages independence and provides natural daily survival skills.

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Question - 25:

What was a stressful experience you have had and how did you cope with it?

Ans:

It may not seem directly relevant, but we are looking to find out whether the candidate can identify stress in themselves and if they are good at problem-solving. You can give any example, whether it is a young baby keeping you up at night, a death in the family, moving house or planning a wedding, it does not matter.

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Question - 26:

What you think a care worker does?

Ans:

This is a very open question and will show the employer whether the candidate understands the expectations of the job, you need to look a job description and see what the role involves. It is a good test of whether they have done any research, especially if candidates are coming from a different country where the roles may differ.

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Question - 27:

What are your personal skills which make you a candidate for the position?

Ans:

The list of crucial character traits includes patience, tact and poise with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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Question - 28:

What are the qualifications of a support worker?

Ans:

Education requirements may vary from establishment to establishment. But in general, to possess any degree is desirable. Degrees or certifications in care-relevant fields are favored. Recruiters look for intelligent, polite, and patient workers who can provide moral ease as well as physical comfort.

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Question - 29:

How would you rate your communication and interpersonal skills?

Ans:

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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Question - 30:

What are the responsibilities of a support worker?

Ans:

Support workers help people dress, take food and medicine, and maintain hygiene. They do basic housekeeping and care for the person's safety while with them.



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Question - 31:

What is a support worker?

Ans:

Support worker provide support to individuals and their families who need help, both emotionally and practically, so they can live a happy, independent life.

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