

TELEPHONE INTERVIEW FORM TEMPLATE

Use this as a guide to create one that works for you.

THE BASICS	First Names:		Tel. Home:	
	Family Names:		Tel Mobile:	
	Address:		Email:	
	Email:		How did you hear about us	

Is this within your recruitment territory?

Y	N
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NOTE	
Rank spoken English 1-5	
Sounds Keen?	
Y	N
Sounds Friendly?	
Y	N
Sounds Suitable?	
Y	N

QUALIFIERS

- Are you eligible to work in this country?
- Are you 16 or over?
- Do you have a driving licence and have access to a car?
- You will require business insurance. Is that OK? (Homecare roles)

Y	N
Y	N
Y	N
Y	N

If No, politely reject. If appropriate ask if they know others who might be suitable.

CARE EXPERIENCE

Previous care experience is not essential, but can I ask if you have any, informal or paid?

Y	
N	

If Y, describe:

RESTRICTIONS AVAILABILITY

Are you looking for Part Time or Full Time work?

PT		FT	
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What hours would you like to work regularly?

Evening	Y	N
Weekends	Y	N

If No, politely reject. If appropriate ask if they know others who might be suitable.

M	Tu	W	Th	F	Sa	Su
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If too many restrictions, politely reject. If appropriate ask if they know others who might be suitable

Are there any commitments or restrictions that could prevent you working those hours?

Y	
N	

If Y, describe:

PAY REQUIREMENTS

What are your salary requirements?

£ Per hour

If too much, explain rates. If an issue, politely reject.

Can I ask what you current or most recent pay rate is?

£ Per hour

If more than 30% over your rate, probe why they are comfortable with a lower rate.

TELEPHONE INTERVIEW FORM TEMPLATE

CHECK: I'd like to ask some more questions. Are you still okay for time? It will take about 5 more minutes.

What is your current employment status -:

Working

Out of Work

Returning To work

New to country

Employer and Job Role?

Why are you looking to move?

Are you applying for other jobs?

Y

N

Where else have you applied? For what roles?

ABOUT US

What do you know about us?

(Explain Company here and note what research they have or haven't done. Make sure you sell the organisation and your 'mission' throughout the call)

How long would you like to work with us?

1-6 months

6-12 months

1 year plus

Politely reject.

IF PREVIOUS CARE EXPERIENCE

IF NO CARE EXPERIENCE

IF LIVE IN EXPERIENCE

Can you briefly describe your day? How many clients, duties etc.?

What do you most like about care work?

What do you least like about care work?

Can you tell me what you expect a typical day to be like?

Explain Duties. Does that sound okay?

Any reservations?

What's the longest you have stayed with a client for?

Have you done palliative care?

Please rate your cooking skills out of 10.

Are you okay with pets?

PROCEED?

DECLINE?

Politely reject.

Confirm they are interested and want to progress. Ask if they have questions.

When can you come in for an interview? I can offer:.....(try to offer an out of hours slot). This will take about 1 hour. You will first be asked to complete our application form. You will need to bring ID with you and we will confirm all this in an email.

And finally - do you know any friends or work colleagues who would also be interested in a role with us? Note names and ask the applicant to contact them - ensure permission is given by the referred person prior to contact (incentive offer?)

CHECKLIST -:

DATE:

TIME:

CONFIRMATION

EMAIL SENT?

IN OUTLOOK

CALENDAR?

ENQUIRY TAKEN BY:



NEIL EASTWOOD
CARE RECRUITMENT
EXPERT

CMM
CAREMANAGEMENTMATTERS