

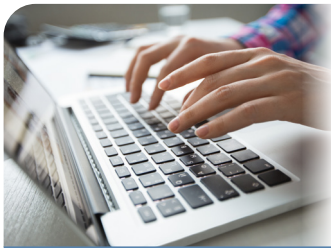
VIDEO INTERVIEWING TIPS FOR SOCIAL CARE MANAGERS DURING COVID-19

It has become impractical to hold face-to-face interviews due to social distancing restrictions, when, in fact, right now we actually need to hold more of them, with many new people being or soon to be recruited into the care sector to help battle the virus.

A live video interview is an obvious replacement for a face-to-face interview where social distancing is paramount, but can be intimidating for both interviewer and interviewee who are new to this format.

So, I am grateful to Ian Inglis, director at Bluebird Care South Bucks, South Wycombe & Slough, a CQC Outstanding rated provider, who has video-interviewed applicants for over five years, to share his top tips:

Before the call starts silence any reminders, ring tones and alerts.



The first barrier to overcome is making sure both you and the candidate have the technology in place to connect: a good internet connection, a webcam, microphone and speakers are essentials. It's always a good idea to have a test run with a colleague first, if possible, and if a computer-based call is impractical, try WhatsApp, FaceTime, Skype or similar apps on a mobile phone. Don't forget to give clear joining instructions.



If you are using a phone then don't hold it during the call: position it at face level using a platform or makeshift stand, like a shelf or books, and consider using Blu Tack (or something similar) to keep it from sliding around.



Make sure you have a quiet, well-lit space for the call: as both you and the candidate will likely be at home given current restrictions, be sympathetic to interruptions (e.g. from children).



Check what user name will be displayed when you call: sometimes these can present an unprofessional image, so it's good to have a look at your registration details and user name beforehand.



Think about what you are wearing: it is easy to dress down a little too more than usual when you've been at home for an extended period of time.



Your first task on the call is to put the candidate at ease: so don't skip on small talk. Acknowledge this is new for both of you and keep it conversational. Many social care applicants haven't had a formal interview for a long time, if ever. What we are most interested in are their values, and they are best shown when they are not too nervous!



Remember to nod and smile, and actively listen: this becomes harder for the candidate to pick up when not physically with you.



If legislation allows you to approve ID documentation via video then make sure you are ready to either take a screenshot or record the call.



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