

**Head Housekeeper – 1st Interview**

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| **Interview Details** |

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| **Date** | **Candidate** | **Interview panel** | **Title** |
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| **Career History / current employment** |
| Ask candidate to talk through their CV and Career History with experiences they feel are relevant to the role they have applied for.  **Have they detailed their full employment history on CV/Application form?**  **Ensure any gaps in employment are fully explained.**  **What attracted you into applying for this position?** Why do you want to leave your current position? |

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| **Competency Questions** | | |
| **What do you believe is the most important qualities for a Head Housekeeper?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How do you manage the inventory of cleaning supplies for the housekeeping department? What experiences have you had in completing audits?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How do you ensure that infection control procedures are followed consistently?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **What would you do if you discovered that one of your team was not following infection control protocols?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **Can you talk us through how you have managed a laundry team and how would you see the management of laundry, and ensuring hygiene standards are met within the care home environment?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **What is your understanding of waste disposal, how staff would dispose of clinical waste against normal household waste?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **If you were informed a resident had an infection, what would you do differently in regards to the daily cleaning schedule?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How do you supervise your team to ensure they are motivated to deliver high standards of cleanliness? What experiences have you had in carrying out staff appraisals and supervisions?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **Can you describe a time you have had to deal with an under preforming team member and how did you deal with the situation?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How would you conduct rota management for the housekeeping and laundry team?** **How do you handle last minute staff shortages?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **If you were to receive a complaint from a family member regarding their loved one’s room, how would you handle the situation?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **What steps would you take to maintain hygiene and prevent cross contamination in high-risk areas?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How would you train and on-board new housekeeping staff to ensure they meet the required standards?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How would you ensure that privacy and dignity is maintained for residents during day-to-day cleaning routines?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **What steps would you take to maintain hygiene and prevent cross contamination in high-risk areas?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
| **Competency Questions** | | |
| **How would you stay updated with health and safety regulations for care homes?** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |

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| **Summary Questions** | |
| **We operate a 24/7 service and there is an expectation that you are flexible to support this.**  **Please advise what hours you are able to work?** | **Hours?**  **8am – 8pm?**  **8am – 2pm?**  **2pm – 8pm?**  **8pm – 8am?**  **Weekends?** |
| **What is your notice period?** |  |
| **Inductions are 1 week and may be held at any one of our homes, you’ll be expected to travel for 4 of 5 days with day 1 being on Teams. 09:30am to 4:30pm.**  **Do you see any issues with this? (Public transport costs are reimbursed)** |  |
| **What is your current salary and benefit package?** |  |
| **What are your salary and benefit package expectations?** |  |
| **What is the distance from your base to place of work?**  **How do you plan to commute?** |  |
| **Is there anything that we need to be aware of that might be on the DBS check?**  **We ask you to cover the cost of a new DBS certificate if required. £62.70 – please confirm you are aware of this?** |  |
| **Do they have any holiday booked within next 12 months?** |  |

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| **Questions asked by candidate** | |
| **Question** | **Answer given** |
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| **Scoring** | | |
| Exceeds Expectations | Meets Expectations | Does not meet expectations |
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| **Decision** | |
| **Succeed to Second Interview?** | **YES / NO** |

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| **Signature of Interviewers** | | |
| **Name** |  |  |
| **Signature** |  |  |
| **Date** |  |  |

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| **Summary / Comments** |
| Please provide feedback here that we can give to the recruiter based on your decision. What did you like about the candidate?  What were there strengths based on this current role and what areas did you not see competence against the job description? Please be as specific as possible |