

A photograph of two women sitting at a table, engaged in a conversation. The woman on the left is smiling and looking towards the woman on the right. The woman on the right is looking back at her. The image is overlaid with a semi-transparent blue filter.

TIP SHEET

# The 20 Best Interview Questions for Caregivers

This tip sheet provides agency owners with the top questions to ask potential caregivers in interviews, providing reasoning behind each question and how they can be used to find the ideal candidate.

# Introduction

With caregiver shortages affecting home care agencies nationwide, it might be tempting to loosen your recruiting requirements to fill staffing gaps. But don't fall into the trap: making hasty or ill-informed hiring decisions is a recipe for high turnover once it becomes obvious that new caregivers aren't actually well-suited for the role. Asking the right questions off the bat will reveal which candidates are serious about the position and qualified to serve clients versus candidates who aren't a professional or cultural fit. It's the first of many steps that define [how to hire the right caregiver](#). This job isn't only about what's on your CV or your willingness to work – it's also important to filter for the right personality traits. That's why our 20 interview questions are separated into multiple categories targeting different angles of the ideal caregiver profile. Integrate as many of them as possible into your vetting process for [recruiting and retention](#) success!

## General Interview Questions: Understanding Characteristics & Traits

Getting to know the human behind the resume is a great place to start off. Most people arrive at an interview ready to jump straight into their professional qualifications, but focusing on personal qualities can go a long way towards setting a more convivial tone and providing insight into who the candidate is as a whole person.

### **1. Why do you want to be a caregiver?**

This question leaves plenty of room for candidates to explore their motivations and describe what makes them passionate about a career in caregiving.

### **2. What makes you a good caregiver?**

This question will help the interviewer evaluate the candidate's self-awareness and understanding of what they bring to the table.

## General Interview Questions Cont.

### **3. Can you describe your previous caregiving experience?**

Next, begin to explore their background and skills in an overarching sense.

### **4. How do you handle stress and difficult situations?**

Emotional resilience and coping strategies are non-negotiable in this field; this question serves to evaluate whether the candidate is equipped with the proper emotional tools for the job.

### **5. What caregiving achievement are you most proud of, and why?**

This question allows the candidate to flex their accomplishments and demonstrate where they can truly shine in their role.

## Situational & Behavioral Questions

This job often requires caregivers to think on their feet, as well as a great deal of patience and empathy. As demonstrated by these questions, the interviewer should leave the conversation with a clear sense of the candidate's situational awareness.

### **6. Can you provide an example of a time you went above and beyond for a patient?**

Connection matters in this professional domain, and interviewees should have at least one or two examples of their dedication to providing a personal touch.

### **7. How do you handle conflicts with patients or their families?**

When family members are involved in a client's home care, interpersonal issues may arise; this question tests the candidate's conflict resolution skills.

### **8. Describe a challenging caregiving situation you faced and how you managed it.**

This question is meant to provide insight into the candidate's critical thinking skills and overall adaptability.

## Situational & Behavioral Questions Cont.

### **9. How do you ensure patient safety in your care?**

The most technical question in this category serves to test the candidate's safety awareness and knowledge of protocols.

## Hypothetical Scenarios

Next, it will be time to run through some hypothetical scenarios. This category is meant to examine how interviewees approach the human side of caregiving in an applied sense and how they might react to challenges on the fly.

### **10. You notice that your patient is lonely and tries to find ways to extend the appointment. How do you proceed?**

Emotional intelligence is one of the most important soft skills for a caregiver; this question challenges candidates to demonstrate their abilities.

### **11. How would you handle a situation where you believe a patient's care plan and documentation do not align with their current needs?**

This question focuses on the candidate's problem-solving abilities and whether they can spot the best course of action to move past a challenge.

### **12. What strategies would you use to establish a rapport with a new patient who is hesitant to accept care services?**

Trust is a pillar of the patient-caregiver relationship; this question focuses on the interpersonal skills required to form a trust bond between parties.

## Skills & Experience Questions

Now that you've covered situational examples and soft skills, this section covers the candidate's experience and qualifications with direct, succinct questions.

## Skills & Experience Questions Cont.

### **13. What skills do you believe are essential for a caregiver?**

This question examines whether candidates properly understand the role of a caregiver and serves as a self-assessment highlighting the individual's priorities.

### **14. Do you have experience with specific conditions (e.g., Alzheimer's, dementia)?**

It will be important to identify which candidates have specialized knowledge and training, so they can properly fill staffing gaps and [strengthen your caregiver workforce](#).

### **15. Are you comfortable performing personal care tasks?**

This question is meant to assess each candidate's comfort level with physical caregiving duties.

### **16. How do you keep patient records organized?**

This question can be used to evaluate the individual's attention to detail and administrative skills.

### **17. How do you showcase [specific soft skill] in your role?**

As the interviewer, you can fill in the blank based on what is most important for the role you are trying to fill.

### **18. What skills are you currently working on developing?**

A desire to learn and further develop one's skills is an excellent asset; this question allows interviewees to elaborate on their approach towards self-improvement.

## Cultural Competence & Communication Questions

Round out the conversation with a couple of questions that focus specifically on communication and the candidate's ability to relate to patients.

### **19. How do you approach communication with patients from diverse backgrounds?**

This question serves to evaluate each candidate's cultural competence and sensitivity.

### **20. What strategies do you use to build rapport with patients?**

Experienced caregivers may develop their own methods for connecting with clients; this question gives them an opportunity to highlight their interpersonal skills and relationship-building techniques

## Recruit & Retain More Caregivers With AxisCare

Once you've chosen the perfect candidate, AxisCare makes it easy for agencies to onboard and nurture their employees. [Book a live demo](#) to learn more about how our software can help you establish a more satisfied and engaged team of caregivers.

### Learn More

Visit [axiscare.com/contact](https://axiscare.com/contact) to schedule a call with our team.

 [sales@axiscare.com](mailto:sales@axiscare.com)  
 (800) 930-7201

      
AXISCARE.COM

## References & Resources:

- [An A-Z Guide to Finding, Recruiting, & Retaining Your Perfect Caregiver](#)
- [Strategies for Recruiting & Retaining Caregivers](#)
- [White Paper: Caregiver Recruitment & Retention Strategies for Home Care Agencies](#)
- [Caregiver Job Description Template: Your Go-To Guide](#)