

## INDEPENDENT CARE PROVIDER (IP) INTERVIEW TIPS

Please return all calls from potential IHSS consumers even if you are not interested in taking the job.

If you cannot understand the name of the person calling or leaving you a message, call them back, identify yourself as the IHSS care provider returning their call and politely ask them to repeat their name. Remember, this is the first impression you give the client so it's important to be polite.

### Sample questions to ask when a client calls:

- What schedule do you want me to work? If it doesn't meet your availability, ask if you can work at times close to their requested time but slightly different time or day.
- What kind of work do you need done?
- How many hours per week or month will I be expected to work?
- Do you have pets? If a dog, is it inside or outside?
- Are you a smoker?
- Will you need transportation to medical appointments? How often? How far? DO NOT ask for gas money.
- Are there any physical or mental condition I should be aware of? If transfers are required ask how tall or heavy the client is. Do you have a Hoyer lift or slide board or are you able to assist?
- Are there any special requirements or needs? For example, are they allergic to perfumes or certain scents?
- Ask for clear instructions to help you find the address, such as the nearest major cross streets, the name of the apartment complex, location of the unit in the complex, entry code.
- Do you have an IHSS Share-of-Cost? If the client is unfamiliar with this term then they most likely not have a share-of-cost.

### Things to bring with you to the face-to-face interview:

- Copies of any certificate(s) you have such as CPR, CNA, first aid etc.
- Names and phone numbers of references.

If you are asked for your social security number, explain to the client that you will only provide that on the **426A form- IHSS Program Recipient Designation of Provider**. This will give you a chance to fill out the provider section of the form correctly. Make sure you keep the pink copy for your records! And remember, always protect your personal identity!

If you need to reschedule or cancel your face-to-face meeting, please call the client as soon as possible.

**Remember:** that the interview is a time for you get to know the client and decide whether or not you wish to accept employment with them. You are in your right to decline a job offer if you feel it is not a good match for you.