

Distance recruitment tips

virtual interviewing



‘A candidate’s experience of the recruitment process will greatly influence their view of a potential employer – try to make it as focussed on them and as welcoming as possible’. Ian Inglis, Director, Bluebird Care South Buck, South Wycombe and Slough

Technology

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Tech options

There are several free video conferencing products now available (MS Teams, Whereby, Zoom, WhatsApp). Most of these can be used on a mobile device (smart phone or tablet, by downloading the relevant app) or a computer or laptop.

2

Choose the right tech for the interview

Think about what you need to be able to do:

- share a document
- have a group video call
- record an interview (with appropriate permissions)

and choose a video conferencing product that can do these things.

3

Be aware of technology time lags

Different technologies and broadband speeds may result in a slight delay between each speaker when you are having a conversation. Acknowledge that may happen and put your interviewee at ease. Avoid starting a video call ‘on the hour or half hour’ as a high number of users may impact on the call quality.



Preparing for the interview



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Plan the interview

- Set up a room or space where it is quiet, and you will be able to hear clearly without interruptions.
- Know who is asking what questions and who will take notes.
- Have a schedule to hand and write bullet points to ensure you cover all the information each applicant needs.

5

Design the right questions to ask

Designing questions around your company values is a proven way to identify the right candidate. Phrasing such as *'Tell me about a time when,'* is a helpful way of learning about the candidate's response to real events rather than asking hypothetical, scenario-based questions.

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Practice

Do at least one dry run before the actual interview to make sure you know exactly how it all works and that you are comfortable with the setup so you can feel confident and concentrate on what the candidate is saying, rather than on technical issues.

Candidate preparation

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Bring the role to life

Providing the opportunity for potential applicants to speak with somebody who does the job or who works in the care setting by video call, will help them understand the realities of the job, including the rewards and challenges helping candidates assess their suitability. It will reduce the risk that recruits will leave quickly and encourage more people who are unsure about the role to apply.

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Is it the career route for them?

[A Question of Care](#) and other online quizzes can help prospective candidates self-select whether this is a career route for them. You could ask candidates to send in their Question of Care results report with their application which can be used as part of an interview. You could explore their answers to a Question of Care and pose questions that delve into their past work/life/volunteering experiences.

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Interview preparation

Ensure applicants know what to expect:

- Check that they have the necessary device and software, camera (if required) and up to date browser e.g. Chrome.
- Let them know how long the session will last and what they should have to hand.
- Outline what you're hoping to get out of the interview.
- Check they have somewhere quiet and private to talk and confirm they are happy for the interview to be recorded (if appropriate).
- You could offer a pre interview test run to the candidate.

The interview

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Introductions

Welcome the candidate, introduce yourself and make them feel at ease. Recap how the session will run and check your interviewee can hear and see you as expected. Outline what will happen if there is a tech failure, for example you will try logging in again or use a backup mobile number. Remember to close down other applications and turn off mobiles if you aren't using them so you don't have email pop ups or calls distracting you.

11

Communicate clearly and build rapport

There may be silences and interruptions particularly on audio calls as you cannot see their non-verbal responses. If the candidate gets stuck on something, offer to come back to that point, try to ask it in a different way or repeat the question again and give lots of time for response. At the end of the interview invite the applicant to ask questions and add anything they feel they may have missed.

Supporting a successful new recruit

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Post interview

Scheduling prestart video calls with successful candidates can be helpful in ensuring recruits feel connected and supported. You could identify a buddy or mentor to deliver these. Keeping in touch about the progress including reference returns and DBS checks, will help ensure your candidate successfully starts their new role.

Further help

[Skills for Care Locality manager](#)

For further advice on distance recruitment and value-based interviewing

[Digital Social Care](#)

A dedicated space to provide advice and support to the sector on technology and data protection.

[Digital Social Care helpline](#)

In response to the Covid-19 (Coronavirus) pandemic a helpline to support digital working is available.

[Skills for Care's Snapshot of communication and collaboration tools](#)

'How to use' guides

- Making a Whatsapp video call on [iPhone](#) and [Android](#)
- How to use [Zoom](#)
- Quickstart guide to use [Whereby](#)

