



## Tips for Hiring Staff with Knack

Look for nontraditional staff persons who can be trained, e.g., individuals from other service related fields, seniors and students.

Walk them around the program during the interview and see how they relate to persons and other staff.

Have other line staff meet with them one-to-one and ask their future peers for their assessment of the candidate.

During the interview, play a game or do a simple activity and see if the potential employee is willing to be creative and have some fun.

Ask them questions about their personal “best friends.” See how they describe them. Tell them about your program’s Best Friends philosophy.

Talk to them about activities Do they have any special interests or hobbies they could contribute to the program, if hired?

Tell them that staff are encouraged to lighten up on life and have fun in the program. Can they think of something funny that’s happened to them in recent weeks, or an embarrassing moment that they had?

Ask them how they would handle the following situations:

- One of the residents is restless and they’re asked to take a walk with him or her.
- A resident just won’t eat their dinner no matter how hard the CNA is trying. Should they continue trying to feed him or her?
- A resident gets up during the night and wants to talk.
- A day center participant pulls up with his wife and he won’t get out of the car.