



Interviewing a Personal Assistant (PA)

Example script



Here is an example script for interviewing a Personal Assistant (PA).

It's important to remember that each PA is unique, bringing their own personal and professional experiences, so responses will naturally vary.

This example interview script aims to offer some ideas on how you might conduct an interview and suggest questions you might find useful. You may choose to adapt or adjust these questions to suit your individual preferences.

The interview is about getting to know the potential PA, understanding their values and discovering their approach to working to determine if you are a match.



Example PA interview

Practice sheet



Hi (Candidate's Name), thank you for coming in today. I appreciate your interest in the Personal Assistant position. Let's start with some general questions to get to know you better...

Can you tell me a bit about yourself and why you are interested in this role?

Example response:

Hi, I'm Alex. I've always enjoyed helping others and have a background in customer service. I'm interested in this role because I want to make a meaningful impact on the lives of others and believe my skills are well-suited for this work.



PA



Great! What experience do you have working as a Personal Assistant or in a similar role?

Example response:

I don't have direct experience as a Personal Assistant, but I have volunteered at a local community centre where I assisted elderly individuals with daily tasks and activities.



PA



What skills do you have that you think would be helpful in supporting me in this role?

Example response:

I am very organised, patient, and a good listener. I also have first aid training and am comfortable using various types of assistive technology.



PA



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Practice sheet



Work can be really rewarding, though it can at times come with challenges.

What is your approach to challenging situations at work?

Example response:

In challenging situations I take a calm and focused approach by assessing the situation and following any protocols in place if these have been discussed.

For example, during my volunteering, I once had to assist someone who had a minor fall by reassuring the individual and calling for appropriate medical assistance immediately.



PA



Thank you for sharing this.

I would like to learn more about your availability.

What is your availability, and are you able to work the specific hours I require support?

Example response:

I am available weekdays from 8 AM to 6 PM, which I believe aligns with the hours you mentioned needing support.



PA



How soon would you be available this role if you were offered the position following the necessary checks?

Example response:

I would be available to start work within a week of receiving an offer.



PA



Example PA interview

Practice sheet



Are you looking for a long-term or short-term role?

Example response:

I am looking for a long-term role as I want to build a strong, supportive relationship with the person I am assisting.



PA



Can you describe a time when you successfully supported someone with needs similar to mine?

Example response:

During my time volunteering, I helped an elderly gentleman with mobility issues. I assisted him with daily exercises, helped him get to and from community events, and provided companionship, which improved his overall well-being.



PA



Do you have any relevant training or certifications, such as First Aid?

Example response:

Yes, I completed a basic First Aid course last year and plan to take more advanced courses in the near future.



PA



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Practice sheet



INTERVIEWER

Are you comfortable with personal care tasks, if they are required?

Example response:

Yes, I am comfortable with personal care tasks and understand the importance of dignity and respect in these situations.



PA



INTERVIEWER

Do you have experience in supporting someone during medical appointments or administering medications?

Example response:

I have experience accompanying individuals to medical appointments but have not administered medications. However, I am willing to learn and follow any specific instructions you provide.



PA



INTERVIEWER

Can you give an example of how you've adapted to meet the needs of someone you've supported in the past?

Example response:

One of the individuals I supported had changing mobility needs. I adapted by learning how to use different mobility aids and adjusting our activities to ensure they were comfortable and safe.



PA



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What hobbies or interests do you have that you feel would be complimentary to this role?

Example response:

I enjoy reading, gardening, and cooking. I noticed you enjoy gardening too, so I'd love to assist you with that and maybe share some tips and experiences.



PA



Do you have a driver's license, a vehicle for accessing the local community in this role and insurance that covers business use?

Example response:

Yes, I have a driver's license and a reliable car covered by business insurance, so transportation won't be an issue.



PA



Are you comfortable with the physical demands of this job, such as lifting or mobility assistance?

Example response:

Yes, I am comfortable with the physical demands and have experience assisting with mobility.



PA



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Are there any aspects of the job description or duties that you have concerns or questions about?

Example response:

No, the job description is clear, and I feel confident in my ability to meet the requirements.



PA



Great - now I would like to go through a few hypothetical scenarios to learn more about your approach to the role...

Whilst working with me if I am feeling unwell and need immediate assistance, how would you respond to this need?

Example response:

I would assess the situation to determine the level of urgency, provide any immediate care needed and contact medical professionals if necessary. I would remain present throughout providing support as further assistance arrives if this is required.



PA



How would you help me engage in a new community activity that I'm interested in but feel nervous about?

Example response:

I would encourage you by discussing what interests you about the activity, preparing together for what to expect and accompanying you to provide support and build your confidence.



PA



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What do you hope to gain from this role, and how do you see it fitting into your future plans?

Example response:

I hope to gain valuable experience in person centred care and support and build a meaningful working relationship with you. In the long- term, I plan to pursue further training in healthcare and this role feels like an excellent fit for these aspirations.



PA



Do you have any questions for me about the role or what you can expect?

Example response:

Yes, could you tell me more about what a typical day would look like in this role?



PA



Sure! A typical day in this role would involve helping me with personal care tasks in the morning, such as getting dressed and washing. You would assist me with any scheduled medical appointments or community activities during the day. We might also spend time on hobbies like gardening or cooking. Throughout the day you would help with mobility, ensure I'm comfortable and provide companionship. The specifics can vary based on my needs and activities planned for that day.

Example response:

Thank you for sharing, this sounds like a great fit for me.



PA



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INTERVIEWER

Thank you so much, (Candidate's Name). I appreciate you taking the time to meet with me today and share more about yourself. I will be in touch soon regarding the next steps. Have a great day!

Example response:

Thank you for the opportunity. I look forward to hearing from you. Have a great day as well!



PA