



Domain 2: Relationships and connectedness

Outcome 2.2: *Recruitment and selection processes place a high priority on attracting and selecting those who demonstrate empathy, genuine care and the capacity to connect appropriately with older people.*

The audiences for this tool include:

Executive	Leaders & managers	Frontline & clinical	Support Services
CEO	Spiritual/pastoral care	Spiritual care	Information Technology
Executive	Lifestyle/activities	Lifestyle	Building & maintenance
	Allied Health	Nursing	
	Clinical	Personal Care	
	Human Resources	Food Services	
	Innovation & strategy	Cleaning & laundry	
	Training & education	Allied Health	
	Research & development	Case managers	
	Hotel services		
	Volunteer coordinator		

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1. Introduction

This tool is designed to support you in conducting recruitment interviews that will identify new staff members with basic skills and a level of comfort in spiritual care. It supports Outcomes 2.2 and 2.6 of the National Guidelines for Spiritual Care in Aged Care, which requires that staff in all roles have the ability to genuinely connect with the people they are caring for.

Spirituality and Spiritual Care

Before using these questions it is important for the interview panel to be clear about what you mean by 'spirituality' and 'spiritual care' in your organisation. The definitions used by *The Guidelines* (p.8) are below :

Spirituality

Spirituality is a dynamic and intrinsic aspect of humanity through which persons seek ultimate meaning, purpose, and transcendence, and experience relationship to self, family, others, community, society, nature, and the significant or sacred. Spirituality is expressed through beliefs, values, traditions and practices.

Spiritual Care

Spiritual care might be said to be the umbrella term of which religious care is a part. It is the intention of religious care to meet spiritual need. Religious care is given in the context of shared religious beliefs, values, liturgies and lifestyle of a faith community. Spiritual care is not necessarily religious. Religious care should always be spiritual.

Please note:

Although we are inviting candidates to reflect on spirituality and spiritual care, asking a person directly about their religious background may constitute a breach of equal opportunity employment laws. It is best to ask broadly about spirituality in terms of meaning making, purpose, connectedness and hope. Exceptions are made where faith based pastoral or spiritual care is involved.

The questions below are appropriate for direct care and administration staff. However, if you are recruiting for specialist spiritual care or pastoral care staff, we recommend you refer to the framework that is used by your organisation or faith-specific peak body. You may also like to refer to the Spiritual Health Victoria (SHV) Capabilities Framework for more in depth understanding of the requirements of such a role.

The framework can be sourced at: <http://www.spiritualhealthvictoria.org.au/standards-and-guidelines>

Spiritual Care Australia has Standards of Practice for specialists in pastoral and spiritual care, available here:

http://www.spiritualcareaustralia.org.au/SCA/About_Us/Standards_Policies/SCA/Standards_and_Policies.aspx?hkey=a9ff6708-6bf9-4577-a908-d58f7d2ba953



2. Interview question examples

You will find below a range of questions that can be added to your existing interview schedule. The questions are based on a behavioural interviewing approach. You can rate the interviewee’s response according to the evaluation scale below, or use your usual method.

For example:

Question 1- Please describe a time when you provided spiritual care to an older person.

Rating (Circle response): 1 2 3 4 5

Notes:

Evaluation Scale				
1	2	3	4	5
No understanding of topic or question	Some understanding but limited in the practical application of the topic or question	Satisfactory understanding of the subject matter. Has a reasonable grasp on the topic	Good grasp of the subject or topic. Displays a good to above average understanding	Completely understands the question and topic and demonstrates application to the working situation

2.1 Questions relating to the compassionate care of older persons:

- Describe a moment during which you experienced empathy or connected meaningfully with an aged person. How did you know the connection was meaningful?
- How might you develop a meaningful connection with an older person?
- Please describe a time when you provided spiritual care to an older person. What were the key elements in this care?
- What have you observed as the particular spiritual needs of older persons, based on your practice?
- What do you value most (find most fulfilling, or meaningful) about caring for older persons?



- What questions might you ask an older person to invite them to reflect on their spirituality?

2.2 Questions relating to spiritual care generally:

- What do you understand by the term 'spiritual care' and how is this demonstrated in your daily work?
- Please advise us of a time where you cared for a grieving person, or a person significantly impacted with dementia? What did you do? Is there anything you might do differently next time? How did it make you feel?
- Tell us about what caring for the whole person means – please use an example.
- In what ways (if any) do you attend to your own spirituality? Or, what does spirituality mean to you personally?
- Have you attended any spiritual care training? If yes, what was the most important thing you learned there? What skills or knowledge have you integrated into your work? If no, what do you feel would be important for you to learn?
- As a manager, how have you supported your staff to develop spiritual and emotional resources?
- As a manager, how have you supported the integration of spirituality and spiritual care within your team or organisation?

2.3 Questions relating to diversity in older persons:

- Please tell us about a time where you cared for a person with different beliefs and values to you. What were the key challenges in this situation and what did you learn?
- Describe a time that you did not agree with an older person or colleague's point of view. How did you respond? What might you do differently next time?

2.4 Where assessment tools are utilised:

- Describe a time that you used a spiritual care screening or assessment tool. What tool did you use? How did the person respond? What did you learn?

We welcome your feedback: admin@meaningfulage.org.au.

Meaningful Ageing Australia offers a consultancy to members to assist you with implementation.

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