**Masterpiece Living Community Interview Questions**

**Interview questions**

1. What do you know about Masterpiece Living?
2. What interests you about this position? Or What motivated you to apply for this position?
3. If you had only one word to describe yourself, what would it be?
4. Tell me about a work incident in which you were totally honest, despite a potential risk or downside.
5. Why are you interested in/*what do you enjoy about* working in a senior living community?

In addition to the many possible answers, we think the ideal candidate would include statements like:

“I like older people.”

“Older people like me.”

“I enjoy working with older adults.”

“I like to help older people.”

1. What do you think a community like yours should be doing for its residents?

There will be many possible answers to this question. Positive responses should include:

“Best quality of life.”

“Help them live the best life possible.”

“Provide opportunity.”

*Some answers should prompt further questioning:*

“Take care of them.”

This answer should be followed up with questions like:

“What do you think older adults are capable of?”

“Who is most responsible for how they age?”

Adherence to a paternalistic view of the community despite sharing some ideas on recent research should call suitability for hire into question.

“Keeping them safe from the outside world.”

Adherence to this stereotype of aging makes employment suitability questionable.

1. What do you think you can contribute in this job?

Responses can be quite varied. Positive responses would include something beyond the usual job description and a sense of giving of self. Questionable responses would deal only with the specific position duties.

1. How do you see your role with regard to the aging of residents?

Responses should indicate knowledge of successful aging research with themes of:

Use it or lose it

It’s never too late to make positive lifestyle choices

Empowering residents to achieve their personal best

It should be evident that this person firmly believes in what’s achievable, and in their role as facilitator.

1. What would you consider success in this job?

Responses which mention residents staying independent longer and maintaining a higher quality of life are desirable. Empowering residents, rather than making them dependent on team members, is essential.

1. What do you expect from this community in order to do your job?

Responses should indicate a need for a community culture of belief in growth so that anything this person does for resident growth is magnified by the rest of the community.

1. Tell me about a time when you encouraged someone to do something that was in their best interests (for their physical, social, intellectual, or spiritual well-being, for example), even when they may not initially have wanted to do it?

Responses should include what task/behavior was in their best interest (including a reasonable justification for it being in their best interest), and include how the communication occurred.

A successful aging interaction would include:

Compassionate listening

No judgment

Offering support and confidence in the resident’s abilities

Helping the resident weigh the pros and cons of the behavior

Offering assistance on how to carry out the behavior

Testimonial to how the resident eventually felt about engaging in the behavior

1. What are the components of a functional team? What attributes do you contribute to your team?
2. Imagine that you and a friend are talking and your friend says “My neighbor is 74 years old and she’s going to a nursing home. When people get to be 74 years old, their mind and body start to fail them.” What would you say to them?

Responses should indicate knowledge of successful aging research with themes of:

Use it or lose it

It’s never too late to make positive lifestyle choices

Empowering residents to achieve their personal best

It should be evident that this person firmly believes in what’s achievable, and in their role as facilitator.

1. What does successful aging mean to you? Responses will vary, but should include personal commitment to whole person wellness.
2. A resident comes to you and mentions a recent fall. What are your next steps?
3. A resident comes to you for advice on an exercise program, and states that she’s been diagnosed with osteoporosis. What are your next steps? What exercises do you tell her to avoid?
4. What are your professional goals/targeted areas of professional growth?
5. If you were the successful candidate, what would be your greatest contributions? Largest learning curve? Most difficult area?
6. Which skill set are you most comfortable with, and why? Please share your experience with each.

One-on-one interaction

Group facilitation

Public speaking

1. How would your most recent supervisor describe you? What would he/she say are your strengths and areas of opportunity?
2. Describe your experience with culture change. What are the key elements to successful culture change?

**MASTERPIECE THINKING: TEAM SCENARIOS**

**Group Exercise for:**

**Introduction to Masterpiece Living for**

**Assisted Living**

**Team Directions:**

You will be divided into small groups and assigned one of the following scenarios for review and discussion. As you plan your response, consider:

* How does this scenario relate to Masterpiece Living?
* How would my Masterpiece Living response be different from how we currently respond (or different from a typical hospitality-driven/care-based response)?
* How can my interaction with this resident promote their successful aging journey?

**TEAM ONE:** Social Engagement

With her recent move to Assisted Living, Mrs. Hill has been reluctant to participate in community activities. You know from her daughter, that Mrs. Hill has always been active and kept a full social calendar. After assisting Mrs. Hill with bathing, she expresses to you that she has been feeling lonely and misses her friends from the monthly Women’s Lunch Group at her church. She was an active member in this group prior to moving into Assisted Living. You know that she has not attended the group in several months and shares fond memories of having lunch with her friends. You ask more information about this group and learn that each participant takes a turn at scheduling and inviting the lunch group. Mrs. Hill states that she can no longer contribute to the organizing of the group. How do you respond and encourage Mrs. Hill to re-engage socially?

**TEAM TWO:** Assistive Independence

As a Resident Services Assistant, you escort Mr. Parks in his wheelchair to the dining room for his evening meal. You have a good relationship with Mr. Parks and enjoy talking together during your trip to the dining room each evening. On this particular day, Mr. Parks says that he would like to be able to use his walker to walk himself to the dining room. While wanting to encourage Mr. Parks, you become concerned about his ability to safely arrive at the dining room. How do you respond to Mr. Parks and involve your team in supporting his goal?

**TEAM THREE:** Forgetfulness

As the community Chaplain, you are often confided in by many residents. During an informal encounter in the hallway, Mr. James lowers his voice and tells you he worries he is starting to forget things. You can see in his face that Mr. James is not only worried but also embarrassed about what he has told you. You want to reassure Mr. James without dismissing his concerns. How should you proceed with this conversation? How might this interaction provide an opportunity for you to encourage Mr. James in his successful aging journey?

**TEAM FOUR:** Laundry services

Mrs. McKinney has always preferred to do her own laundry in the resident laundry room which is located on the first floor of your community. About a month ago, Mrs. McKinney moved to a larger apartment on the second floor and now must go downstairs to continue doing her own laundry. As Mrs. McKinney’s nurse you go to her room to provide her afternoon medications. She takes a break from folding laundry and expresses that she spends more time and energy on this task now that she is further from the resident laundry room. How would you respond to Mrs. McKinney? How might this scenario relate to her successful aging journey?

**TEAM FIVE:** Unexpected Interaction

It is 11:00 a.m. and as Maintenance team members, you are responding to a work order that is overdue. You’re going to Dr. & Mrs. Stevens’ home, and you know they are very detail-oriented and track everything going on in the community and in their home. As you apologize for not getting there sooner, you notice that Mrs. Stevens is the only one home, and she appears upset and is near tears. She tells you she just received a letter saying her best friend from childhood, with whom she has shared many of life’s milestones, has passed away. She starts to talk about her friend while quietly crying. What should you do?

**MASTERPIECE THINKING: TEAM SCENARIOS**

**Group Exercise for:**

**Introduction to Masterpiece Living**

**For Independent Living Team members**

**Team Directions:**

You will be divided into small groups and assigned one of the following scenarios for review and discussion. As you plan your response, consider:

* How does this scenario relate to Masterpiece Living?
* How would my Masterpiece Living response be different from how we currently respond (or different from a typical hospitality-driven response)?
* How can my interaction with this resident promote successful aging?

**TEAM ONE:** Helping Residents

It’s a typical, hectic Monday! Mr. Jones is the resident who waits for you every morning outside your Activities/Lifestyles office. He’s waiting for you today, though this time it’s at the end of the day. Perhaps because Mr. Jones is legally blind, he’s usually quite shy. He has a ticket in his hand to a musical and the bus departs in an hour. He says, “I’m sorry, I’m going to have to cancel this trip, but my friend who usually goes places with me is ill, and I don’t know any of the other people going on this trip.” You know this resident does not feel comfortable going places without his friend who serves as his eyes, but you also know how much this resident would love to go to the musical. He paid a premium price for the ticket, which is non-refundable. What should you do?

**TEAM TWO:** Apartment Odor

As Housekeeping team members, you begin to notice that Ms. Sparks’ apartment has an unusually foul smell, but you continue with the cleaning routine. While cleaning the bathroom, you spot a bath towel in the trash can. You quickly realize there are many towels in the trash can, and notice that’s where the foul smell is coming from. You don’t want to embarrass the resident; however, you know there is a problem and believe Ms. Sparks is using bath towels to clean and attempt to hide her incontinence. What are some options for addressing this problem?

**TEAM THREE:** Unexpected Interaction

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**TEAM FOUR:** Resident Outburst

You’ve just seated the last available table in the dining room. At this table, you’re serving two of your well-liked residents, Mr. & Mrs. Johnson, along with their two guests. They’ve arrived at the end of the dinner schedule, just before 7:00 p.m. Unfortunately, it was a busy night and the kitchen is out of soup, bread and dessert. This upsets Mr. Johnson so much that he storms out of the dining room, without eating. This surprises you, as Mr. Johnson is usually very even-tempered. How should you handle the situation with Mr. Johnson, and his wife and their guests left at the table?