

Resident Aide Interview Rubric

Candidate Name		Date	
Interviewer Name		Title	

Instructions for Interviewers:

- Ask each question and evaluate the candidate’s response using the rubric below.
 - Circle or mark the score (1–5) that best reflects the quality of the response.
- Use the “Notes” section to record specific examples or phrases.
 - **Total possible score: 30**
 - **Recommended benchmark: 24+ = Strong Candidate**

1. Empathy & Communication: Tell me about a time you supported someone who was having a difficult day. How did you approach the situation?

Score	Criteria	Key Words to Listen For:
1	No empathy or communication strategies evident	<i>listened, validated, calm, nonjudgmental, asked questions, understood their perspective</i>
2	Minimal effort to listen or support; vague or unclear	
3	Demonstrates basic empathy and communication	Notes to Support Score:
4	Shows thoughtful support and understanding	
5	Exemplary empathy; uses multiple key strategies effectively	

2. Adaptability & Problem Solving: Describe a situation where your day didn't go as planned. How did you handle it?

Score	Criteria	Key Words to Listen For:
1	No adaptation or problem-solving shown	<i>pivot, flexible, teamwork, solution, stayed calm, adjusted</i>
2	Struggled to adjust; limited problem-solving	
3	Managed situation with basic flexibility	Notes to Support Score:
4	Adapted well and contributed to a solution	
5	Proactively solved problem with strong teamwork and calmness	

3. Teamwork & Collaboration: Can you share an example of how you supported a coworker or were supported by your team?

Score	Criteria	Key Words to Listen For:
1	No teamwork or collaboration evident	<i>we, supported, covered shift, shared knowledge, felt valued, team effort</i>
2	Limited team interaction; vague example	
3	Basic support or collaboration described	Notes to Support Score:
4	Clear example of mutual support and teamwork	
5	Strong demonstration of team cohesion and shared success	

4. Motivation & Values: What keeps you coming back to this kind of work? What do you find most rewarding?

Score	Criteria	Key Words to Listen For:
1	No clear motivation or values expressed	<i>residents, connection, impact, purpose, growth, meaningful</i>
2	Generic or superficial reasons	
3	Shows some connection to meaningful aspects of work	Notes to Support Score:
4	Expresses genuine passion and purpose	
5	Deeply motivated by values aligned with role and mission	

5. Resilience & Emotional Intelligence: Tell me about a time when you felt emotionally drained at work. What did you do to manage it?

Score	Criteria	Key Words to Listen For:
1	No coping strategies mentioned	<i>self-care, support system, talked to supervisor, took a break, reflected, reminded myself why I do this</i>
2	Ineffective or unclear response	
3	Basic emotional awareness and coping	Notes to Support Score:
4	Demonstrates healthy emotional management	
5	Strong emotional intelligence and proactive resilience strategies	

6. Initiative & Accountability: Describe a time when you noticed something that needed to be done and took action without being asked.

Score	Criteria	Key Words to Listen For:
1	No initiative or accountability shown	<i>initiative, ownership, followed through, took responsibility, proactive</i>
2	Minimal action or vague example	
3	Took basic initiative and completed task	Notes to Support Score:
4	Demonstrated ownership and responsibility	
5	Proactively solved a problem with strong follow-through and impact	

FINAL EVALUATION

Category	Score
Empathy & Communication	
Adaptability & Problem Solving	
Teamwork & Collaboration	
Motivation & Values	
Resilience & Emotional Intelligence	
Initiative & Accountability	
Total Score (out of 30)	

Overall Comments: