

Support for staff: Interview Techniques

- ▶ Some claimants will have identifiable needs or are happy to share, but others will be less prepared to disclose.
 - They may be unaware of their condition.
 - They may feel that disclosure could jeopardise their search for work.
 - They may feel that the environment is not sufficiently private.
- ▶ Engaging with a vulnerable claimant requires skill in **building trust**. The most effective way to get the required information is through **tactful and specific questions**.

- ▶ To assess whether a claimant is homeless
 - *Where are you currently sleeping?*
- ▶ To assess whether a claimant has a mental or physical disability
 - *Is there anything that has stopped you from gaining employment in the past?*
- ▶ To assess whether a claimant has a type of addiction
 - *Is there anything you feel is holding you back from employment?*
- ▶ To assess whether a claimant is in financial difficulty
 - *Is there anything stopping you from keeping up payments?*
 - *Is there a particular reason your benefits aren't covering your expenses?*
- ▶ To assess whether a claimant has family members/dependents with complex needs
 - *Do you feel especially responsible for any of your family members?*
- ▶ To assess whether a claimant has had a specific experience preventing them from seeking work e.g. domestic abuse, victim of crime
 - *Is there anything that you feel that your claimant commitments does not take into account?*
 - *Is there any other support that you feel would benefit you?*
 - *Is there anything you don't feel comfortable discussing here/with me , would you like to go into a private room to discuss ?*

