



Funeral Care Candidate Guide



Funeral Service Crew & Night
Ambulance Crew Recruitment

Candidate Name:	
Role Applied For:	
Date:	

The intent of this guide is to:

- Outline the structure of the Interview Day
- Provide you with important background information you will need for the tasks you will complete

The aim of the Interview Day is to:

- Give you an insight into the role you have applied for
- Help us to understand how you would fit into the role you have applied for

You will complete a Case Study followed by an Interview. Both the Case Study and the Interview are designed to stretch and challenge you to be the best you can be in the unique context of the role at Co-op.

Other Roles

There will be two members from the Funeral Home/Care Centre Hiring Team with you on the Interview Day. One person will be the Interviewer, the other will be the Note Taker.

Interviewer: The Interviewer will be present for the Case Study and Interview. They will welcome you and explain the process. They will also take notes throughout and will be responsible for conducting the Interview.

Note Taker: The Note Taker will be taking notes and observing throughout the Case Study and Interview.

Overview and Timings

Outlined below is an overview of the schedule and the timings of the day, which the Interviewer will run through in more detail.

PART 1:
Case Study (15 minutes)

PART 2:
Behavioural Interview (35 minutes)

End of Interview Day

Please do not turn to the next page until instructed to do so

Case Study – Background

You now have **10 minutes** to read the following task and prepare. When your 10 minutes is up, the Interviewer will re-enter the room.

Situation: In this role at Co-op you will be responsible for collecting the deceased and bringing them into Co-op's care.

Background

- You have been called out to a family home in the local area to collect a loved one who has passed away
- When you arrive, you are greeted by their family. The deceased passed away suddenly last night and the family are visibly upset as you enter
- Before you and your colleague go upstairs to prepare the deceased to bring into our care you spend some time with the family to provide support

Task

Please prepare answers the following questions:

- How would you approach this situation?
- What would you say in this situation to help support the upset family? (*Please prepare an example of what you might say to the family and share it with the Interviewer*)
- Is there anything else you would do to reassure the family?

Case Study – Notes

NOTES:



Case Study – Notes

NOTES:

