PCAP CASE MANAGER INTERVIEW QUESTIONS

APPLICANT: _____   DATE: _____

INTERVIEWERS: _____

                         _____

1. Please describe your experience is social services, especially working with women, children or chemical dependency.

2. Please describe how you go about establishing a relationship with a client.

3. Please describe how you motivate clients to change behaviors in their lives that keep them from succeeding.

4. Please describe what actions you would take to engage a client who is out using on the streets.

5. Please describe how you would prioritize demands on your time, such as needy clients, clients in crisis, and paperwork.

6. Please describe any experiences you have had working in a client's home. What kind of things can you learn about a client in a home visit?

7. What kinds of experiences have you had working with mentally ill clients? How about threatening or violent behavior?

8. Please describe any experiences you have had working with children from Birth to 3 years old.

9. Please describe your 'approach' to case management.

10. What is the most valuable part to you, working with a team?

11. How do you motivate yourself and structure your time to complete your work?

12. Suppose you go to see a client. When she opens the door, it is immediately obvious that she is very high. In the brief moment you look into the apartment, you can see that it is a disaster and you can hear the baby screaming.   She realizes it's you and slams the door in your face, screaming obscenities. How would you handle this situation?

13. Please describe your experience coordinating services with other providers.

14. Please describe what kinds of documentation you have had to do?

15. What do you think is your most valuable trait or skill to contribute to

- a team….

- to clients……

16. What kinds of things do you have or do in your life to stay healthy?

17. What kind of traits or 'habits' do you have that sometimes make this kind of work harder? How do you 'watch this' in your work?

18. How would your describe your driving? How do handle sitting in traffic for long periods of time?

7.07