

Casework Specialist Interview Questions

1. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

2. Describe an experience when you visited individuals in homes or attended group meetings to provide information on agency services, requirements, or procedures.

3. How are your writing skills when it comes to keeping records or preparing reports for owner or management concerning visits with clients?

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Tell me how you organize, plan, and prioritize your work.

6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

7. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

8. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

9. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

10. Name a time when your patience was tested. How did you keep your emotions in check?

11. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

12. Provide an example when your ethics were tested.

13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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14. Provide a time when you dealt calmly and effectively with a high-stress situation.

15. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

16. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

17. Give me an example of when you thought outside of the box. How did it help your employer?

18. What is the key to success when communicating with the public.

19. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

20. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

21. Name a time when you submitted reports and reviewed reports or problems with superior.

22. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

23. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

24. What have found to be the best way to monitor free, supplementary meal program to ensure cleanliness of facility and that eligibility guidelines are met for persons receiving meals?

25. Tell me about the last time when you interviewed individuals or family members to compile information on social, educational, criminal, institutional, or drug history.

26. Share an experience in which you successfully coordinated with others. How about a coordination effort

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that was not as successful?

27. Share an experience in which your willingness to lead or offer an opinion helped your company.

28. How often do you meet with youth groups to acquaint them with consequences of delinquent acts? Share an example.

29. Share an example when you consulted with supervisor concerning programs for individual families.

30. Walk me through how you would provide information or refer individuals to public or private agencies or community services for assistance.

31. Walk me through how you would assist in planning food budgets, using charts or sample budgets.

32. Share an example when you successfully advised clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.

33. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

34. Would you consider analyzing data or information a strength? How so?

35. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

36. What factors do you consider when observing and discussing meal preparation and suggest alternate methods of food preparation?

37. What is the most challenging part of locating housing for displaced individuals? Share an example.

38. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

39. Describe an experience when you explained rules established by owner or management, such as sanitation

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or maintenance requirements or parking regulations.

40. Describe methods you have found helpful to observe clients' food selections and recommend alternate economical and nutritional food choices.

41. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.