

## Crisis Counselor Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. What is the key to success when communicating with the public.
3. Share an example when you counseled clients in individual or group sessions to assist them in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse
4. Describe an experience when you interviewed clients, reviewed records, conducted assessments, or conferred with other professionals to evaluate the mental or physical condition of clients or patients.
5. Tell me how you organize, plan, and prioritize your work.
6. Give me an example of when you thought outside of the box. How did it help your employer?
7. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
8. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
10. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
11. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
12. Please share an experience in which you presented to a group. What was the situation and how did it go?
13. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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14. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

15. Provide an example when your ethics were tested.

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

17. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

18. 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?

19. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

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

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

22. 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.)

23. What is the key to success with collaborating with counselors, physicians, or nurses to plan or coordinate treatment, drawing on social work experience and patient needs?

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

25. Describe methods you have found effective to monitor, evaluate, and record client progress with respect to treatment goals.

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

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27. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
28. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
29. Provide an example of when you were persistent in the face of obstacles.
30. Tell me about the last time you educated clients or community members about mental or physical illness, abuse, medication, or available community resources.
31. 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.)
32. Walk me through how you would assist clients in adhering to treatment plans, such as setting up appointments, arranging for transportation to appointments, or providing support.
33. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
34. What have you found to be the best way to counsel or aid family members to assist them in understanding, dealing with, or supporting the client or patient? Share an example.
35. What factors do you consider when referring patient, client, or family to community resources for housing or treatment to assist in recovery from mental or physical illness, following through to ensure service efficacy?
36. Name a time when your creativity or alternative thinking solved a problem in your workplace.
37. What is the most challenging part of supervising or directing other workers who provide services to clients or patients?
38. How often do you try to stay up to date on social work knowledge by reviewing current literature,

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conducting social research, or attending seminars, training workshops, or classes?

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

40. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

41. Share an example when you planned or conducted programs to prevent substance abuse, combat social problems, or improve health or counseling services in community.

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

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