

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

3. Describe an experience when you conferred with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.

4. Share effective methods to analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.

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

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

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

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

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. Describe a time when you successfully provided personal assistance to a coworker or patron.

11. 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?

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

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13. Share an example when you monitored and recorded clients' progress to ensure that goals and objectives were met.

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

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

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

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17. Provide an example when your ethics were tested.

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

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19. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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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.)

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21. 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.)

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22. What is the most challenging part of arranging for physical, mental, academic, vocational, and other evaluations to obtain information for assessing clients' needs and developing rehabilitation plans?

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23. Share an example when you successfully maintained close contact with clients during job training and placements to resolve problems and evaluate placement adequacy.

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24. What factors do you consider when developing rehabilitation plans that fit clients' aptitudes, education levels, physical abilities, and career goals?

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25. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

26. 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.)

27. What is the key to success with locating barriers to client employment, such as inaccessible work sites, inflexible schedules, and transportation problems, and work with clients to develop strategies for overcoming these barriers?

28. What have you found to be the best way to develop and maintain relationships with community referral sources, such as schools and community groups?

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

30. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

31. How often should you confer with physicians, psychologists, occupational therapists, and other professionals to develop and implement client rehabilitation programs?

32. Walk me through how you would arrange for on-site job coaching or assistive devices, such as specially equipped wheelchairs, to help clients adapt to work or school environments.

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

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

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

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

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37. Name a time when you developed diagnostic procedures to determine clients' needs. Share an example.

38. How often have you participated in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements?

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

40. Name a time when your creativity or alternative thinking solved a problem in your workplace.

41. What is the most challenging part of collaborating with clients' families to implement rehabilitation plans such as behavioral, residential, social, and employment goals?

42. 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.)

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

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

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