

## Patient Resource Coordinator Interview Questions

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

2. Share an experience in which you successfully advocated for a client or patient to resolve a crisis.

3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

4. 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?

5. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

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

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

9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

11. Share an experience when you applied new technology or information in your job. How did it help your company?

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

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

14. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and

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standards that were applicable to your area of responsibility?

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

16. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

18. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

20. Provide an example when your ethics were tested.

21. Share an experience in which you investigated a child abuse or neglect case.

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

23. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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

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

26. Provide an experience in which collaborating with other professionals helped you to accurately evaluate a patient's condition or assess a client's needs.

27. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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the impact?

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

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

30. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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

32. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

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

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

35. 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.)

36. Share an experience in which you counseled a patient and helped him/her overcome a difficult problem.

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

38. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

39. 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

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can demonstrate some initiative.)

40. 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?

41. Provide an effective method you have used to organize support groups and/or counsel family members to assist in the understanding and support of patients.

42. Share an effective method you have used to plan discharge from care facilities.

43. Describe an experience in which you used consultation data and/or experience to successfully coordinate patient care and/or rehabilitation. How did you ensure service efficacy?

44. Provide an example of when you were persistent in the face of obstacles.

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

46. Describe an effective method you have used to ensure that treatment plans are modified according to changes in clients' status.

47. Provide an effective method you have used to monitor, evaluate, and record client progress.

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

49. Share an effective method you have used to identify environmental impediments to patient progress. Provide an experience.

50. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

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

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

55. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

56. 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.)

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

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

59. Tell me about a time when you supervised other workers. What made you a successful supervisor? What is one thing you would like to change for future supervising opportunities?

60. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.

61. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

62. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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

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64. Provide an effective method you have used to oversee Medicaid- and Medicare-related paperwork and recordkeeping.

65. Describe an effective program you planned and/or conducted which helped to combat social problems, prevent substance abuse, or improve community health and counseling services.

66. Share a time when you successfully used scientific rules or methods to solve a problem at work.

67. Describe an effective social policy which you developed.

68. Share an experience in which you successfully conducted social research which advanced your knowledge in the social work field.

69. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?