

## Residential Case Manager 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.