

## Public Health Outreach Worker Interview Questions

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| 1. Share a system you use to maintain updated client records with plans, notes, appropriate forms, or related information. Why is record keeping important?  |
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| 2. Describe an experience where you advise clients or community groups on issues related to improving general health, such as diet or exercise.  |
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| 3. What is the challenging part of identifying or contacting members of high-risk or otherwise targeted groups, such as members of minority populations, low-income populations, or pregnant women? Share an example.                        |
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| 4. In your opinion, how hard is it to report incidences of child or elder abuse, neglect, or threats of harm to authorities? Share an experience.  |
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| 5. Name a time when you developed plans or formal contracts for individuals, families, or community groups to improve overall health.  |
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| 6. Walk me through how you assist families to apply for social services, including Medicaid or Women, Infants, and Children (WIC).   |
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| 7. When is the last time you taught classes or otherwise disseminated medical or dental health information to school groups, community groups, or targeted families or individuals, in a manner consistent with cultural norms? Did it work? |
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| 8. What is the key to success with teaching appropriate parenting behaviors to individuals or families? Share an example.  |
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| 9. How often do you provide feedback to health service providers regarding improving service accessibility or acceptability? Do you get feedback?  |
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| 10. What have you found to be the best way to monitor nutrition of children, elderly, or other high-risk groups? Share an experience.  |
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| 11. Describe methods you use to interpret, translate, or provide cultural mediation related to health services or information for community members.   |
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| 12. What factors do you consider when contacting clients in person, by phone, or in writing to ensure they   |

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have completed required or recommended actions? Any success stories?

13. How often do you conduct home visits for pregnant women, newborn infants, or other high-risk individuals to monitor their progress or assess their needs? Should more time be spend on pregnant women?

14. Describe an experience where you advise clients or community groups to ensure parental understanding of the importance of childhood immunizations and how to access immunization service. How was it received?

15. What is the most challenging part of advising clients or community groups on issues related to social or intellectual development, such as education, childcare, or problem solving? Share an experience.

16. Share an example where you effectively advised clients or community groups on issues related to sanitation or hygiene, such as flossing or hand washing.

17. Tell me how you advise clients or community groups on issues related to risk or prevention of conditions such as lead poisoning, human immunodeficiency virus (HIV), prenatal substance abuse, or domestic violence.

18. Describe methods you have found useful to advise clients or community groups on issues related to diagnostic screenings, such as breast cancer screening, pap smears, glaucoma tests, or diabetes screenings.