

## 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. What have you found to be the best way to encourage clients to express their feelings and discuss what is happening in their lives, helping them to develop insight into themselves or their relationships?

3. Tell me about the last time you counseled clients or patients, individually or in group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.

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

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

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

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

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

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

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

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

15. 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?

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

19. What is the most challenging part of assessing patients for risk of suicide attempts?

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