

## 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.

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

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

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

17. Provide an example when your ethics were tested.

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

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

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.)