

## Casework Specialist 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. Describe an experience when you visited individuals in homes or attended group meetings to provide information on agency services, requirements, or procedures.

3. How are your writing skills when it comes to keeping records or preparing reports for owner or management concerning visits with clients?

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

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

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

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

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

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

11. 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.)

12. Provide an example when your ethics were tested.

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

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

15. 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?

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

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

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

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

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.)