

Social Work Case Manager Interview Questions

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

2. Share an experience in which you successfully advocated for a client or patient to resolve a crisis.

3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

4. 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?

5. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

7. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

11. Share an experience when you applied new technology or information in your job. How did it help your company?

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

13. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

14. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and

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standards that were applicable to your area of responsibility?

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

16. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

18. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

20. Provide an example when your ethics were tested.

21. Share an experience in which you investigated a child abuse or neglect case.

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

23. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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

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

26. Provide an experience in which collaborating with other professionals helped you to accurately evaluate a patient's condition or assess a client's needs.

27. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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the impact?

28. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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

30. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)