

INTERVIEW QUESTIONS
Search for a Manager Navigation Services/Quality Assurance
FINDHELP INFORMATION SERVICES

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| Candidate: | Interviewer | Date: |
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| Introductions Thank you for agreeing to meet with us today. | | |

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| <p>PREAMBLE</p> <p>In your screening, you answered questions about managing a fast-paced, call centre team, working in Information and Referral. The staff you would be overseeing are responding to calls, text, chats, and emails for a variety of helplines.</p> <p>There are 211 inquiries, such as requests for local food banks, walk-in clinics, or employment centres; other calls are crisis in nature and are dispatched to crisis response teams; some calls can be sensitive in nature such as calls from victims of abuse. Clients are often in crisis and require a brief assessment and referrals to appropriate resources.</p> | | Score |
| <p>Strategy</p> <p>If offered this position, how would you approach your first 90 days on the job?</p> <p>What goals would you establish for yourself and what strategies would you put into place to achieve your goals?</p> | | |

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| <p>Leadership</p> <p>Could you please describe your leadership style? How do you feel that this style will fit within the context of this role?</p> | | |
| <p>Working with Stakeholders</p> <p>Have you in your current or previous roles built any successful partnerships? Could you describe your experience building that partnership? What are some of the challenges that typically arise? What are some strategies for addressing them?</p> | | |
| <p>The manager position is responsible for very sensitive external and internal relationships – What do you see as the key elements of good relationship management?</p> | | |
| <p>Change Management</p> <p>Please describe an experience in which you led a cross-functional team through significant change. What was the outcome, and what did you learn from this experience? How did you keep people motivated? What might you do differently if you had to do it again?</p> | | |

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| <p>Values</p> <p>We are looking for a candidate who has a strong commitment to being solution focussed? What does this mean to you? Can you provide an example of how you have demonstrated this approach in the work that you do?</p> | | |
| <p>DEI</p> <p>In 2 – 3 sentences, describe what a commitment to diversity, equity and inclusion means to you.</p> | | |
| <p>Team Work</p> <p>In this position you would be co-sharing responsibilities with other managers. Tell us how you would support each other?</p> | | |
| <p>Accountability</p> <p>As a learning organization, we acknowledge that we all make mistakes. Tell us about a time you made a mistake as a manager. What did you do to correct it?</p> | | |
| <p>Coaching</p> <p>Tell about a time when you've had to give critical/constructive feedback to a poor performer. How did you clarify expectations? And what is the outcome of your coaching?</p> | | |

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| <p>Hybrid Work Environment/Team Engagement</p> <p>Some of our navigators are fully remote (live in other provinces) others come in twice a week as per our hybrid work policy for those living in the GTA. Connecting with staff and ensuring they are engaged and feel connected to the agency can be challenging. How would you ensure that they were kept informed and engaged within the department and overall within the agency?</p> | | |
| <p>Communication</p> <p>How do you handle implementation or enforcement of an unpopular policy or procedure?</p> | | |
| <p>Creativity</p> <p>Describe your most recent idea to improve a process at work. What steps did you take to bring the idea to life?</p> | | |
| <p>That is all the questions we have. Do you have any questions for us?</p> <p>Next steps</p> | | |