

INTERVIEW QUESTIONS



Job: Community Resource Navigator

Interviewer:

Applicant Name:

Date:

Question	Answer	Ranking 1 to 5
<p>1. The Service Navigator role is a fast paced contact centre type job, working with vulnerable clients who may be in crisis.</p> <p>What made you apply for the position?</p> <p>How does this position align with your experience and interests?</p> <p>Also, which aspects of this role appeal to you the most, and why?</p>		
<p>2. This position requires you to work within a team, but generally you are expected to learn and grow individually.</p> <p>What is the best process for you to learn a new skill?</p>		
<p>3. Service Navigators often speak to people in crisis or who are experiencing various challenges and barriers. What experience do you have providing phone based crisis intervention? and How do you connect to people when you are unable to see them?</p>		

<p>4. Service Navigators become skilled in fast paced information and referral provision. What do you consider to be the important steps or tools in assessing client needs?</p> <ul style="list-style-type: none"> Ⓐ Client centered approach Ⓑ Active listening skills Ⓒ Paraphrasing/ Clarifying Ⓓ Patience Ⓔ Empathy Ⓕ Other 		
<p style="text-align: center;">Scenarios Questions</p>		
<p>5. How would you help a client with the following situations:</p> <ul style="list-style-type: none"> ● It is late on Friday evening, and you respond to a call from a senior telling you that he has not eaten in two days and has no food or money to purchase groceries. Your search in the database does not bring up any food banks that would be open at the time of his call. 		
<ul style="list-style-type: none"> ● An assaulted woman calls and she is not sure what to do. She tells you that she was abused by her husband last night. He has been threatening her and her situation appears to be escalating, she is extremely frightened. She has two small children and is financially dependent on her husband. She states that she is nervous to leave him because she doesn't know how she and her children will survive. How would you help this woman? 		

<ul style="list-style-type: none"> • A male called to ask for help. He tells you that his adult sister with a mild developmental disability, was evicted from a room that she was renting. She is temporarily staying with him, but She cannot live with him permanently since he has young children and his sister becomes violent from time to time. The environment would not be safe for his child, he really does not want her to go into a homeless shelter. How could you support the caller? 		
<p>6. Give a specific example of a time when you had to deal with an angry client.</p> <p>What was the problem and what was the outcome? How would you assess your role in diffusing the situation?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Listen & empathize <input type="checkbox"/> Acknowledge the client <input type="checkbox"/> Clarify the client's needs <input type="checkbox"/> Other 		
<p>7. Conflict is inevitable. Tell us about a time you had to manage conflict with a colleague.</p> <p>What steps and processes did you use to resolve the conflict?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Talked to them openly first <input type="checkbox"/> Escalated to management if talking to them first didn't work 		

<input type="checkbox"/> Other		
8. Can you tell us which management style works best for you and why?		
9. Can you describe to us how you would like to receive constructive feedback?		
10. If you find yourself stuck doing repetitive work, what do you do to stay motivated and make work interesting?		
11. What diversity, inclusion and or cultural competence training have you received and how have you applied what you learned on the job?		

<p>12. As a learning organization we acknowledge that we all make mistakes.</p> <p>Can you share a time when you made a mistake at work, and the steps you took to correct it?</p>		
<p>13. What experience do you have using Google Drive and Microsoft Office?</p> <p>Have you used database type tools in the past? How did you best learn those?</p> <p>What other technology tools do you have experience with?</p>		
<p>Overall Comments</p> <p><input type="checkbox"/> Clear speaking voice</p> <p><input type="checkbox"/> Sense of humour</p> <p><input type="checkbox"/> Asked appropriate questions</p> <p><input type="checkbox"/> Asked good questions about the position and agency</p> <p><input type="checkbox"/> Professionalism and appropriateness</p>		