General Questions

1. In your opinion, what are the greatest challenges for the individuals this organization serves?
2. Why are you interested in this position?
3. What do you hope to accomplish in this position?
4. Do you have any experience working with children or adults with physical, intellectual or cognitive disabilities?
5. What challenges do you expect to encounter working with these individuals?
6. What computer programs are you comfortable with? How do you track and manage data?
7. How familiar are you with various community resources?
8. How do you handle working with individuals from other agencies? How do you develop relationships with partner agencies?
9. How do you motivate individuals? How do you handle individuals that aren’t motivated?
10. How do you maintain professional boundaries, while still developing appropriate relationships with the individuals you serve?
11. Please give an example of how you would deal with a difficult or angry individual.
12. Please describe how you assess an individual’s needs. What steps would you take in developing a behavioral support plan for each individual?
13. Please describe how you would get to know and develop a relationship with a new individual.
14. How do you stay current on trends within the field?
15. Social service work can sometimes be very intense — how do you relieve everyday tensions?
16. What have you learned in school that will help you do this job?
17. How do you feel about going into an individual’s home?
18. Tell me about an experience you had with an individual who was in an escalating behavioral state, and how you reacted to their behavior.
19. Have you had formal behavior de-escalation training? If so, what did you find most challenging about the training and putting what you were taught into practice?
20. Do you have experience working with individual behavior support plans?
21. In your past experience, what were some triggers that caused an individual to act out physically? What was done to address this trigger?
22. How would you go about forming a relationship with the individuals served by our agency?

23. Why do you want a position with our agency?

24. Why do you feel you will be a good fit with our agency?

Scenario-Based Questions

1. Tell me about a time when you were successful in building a positive relationship with an individual, and how you did so.

2. Betty, an individual in the home where you work, is sensitive to loud noises. One afternoon, the maintenance crew comes to do yard work, and the sound of the riding mower sends her into a panic. She begins pacing rapidly while crying and covering her ears. She picks up a nearby object in an attempt to throw it through the window toward the maintenance worker. How would you handle this situation?

3. Describe the last time you became involved in a conflict or crisis situation. What was the situation? What did you do? How well did it work? What would you have done to prevent the situation from occurring?

4. Describe the most difficult individual you’ve ever dealt with at work or school. Describe the most difficult situation you encountered with that individual. How did they react to you? How did you deal with the situation? What did you do about your own feelings? Did you discuss your differences with this individual? If not, why not? If yes, what happened?

5. Betty, an individual in the home where you work, refuses to clean her room, make her bed or help with household chores. You have repeatedly asked Betty to help with these activities, but she continues to refuse and is getting agitated with you. The household chores must get done on your shift, but Betty will not cooperate. How would you handle this situation?

6. John, an individual receiving services in the program where you work, enjoys being outside regardless of the weather conditions. In the heat of the summer, John is adamant that he eat his meals outside. The other people in the house want to eat theirs inside. How do you handle this situation?

7. John, a 35-year-old individual in the home where you work, is a picky eater. John regularly eats less than half of his meal. On this day, John wants to eat a bowl of ice cream before eating his dinner. You try to convince him to eat his dinner first, but he refuses and is becoming irritated. How would you handle this situation?