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Interview Questions Service Coordinator

Assist in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

Needs Assessment and Planning

- Why are you interested in human services/service coordination?
- Tell me about your experience with the target population.
- How do you assess a client to determine appropriate services?
- Tell me about some care plans you have developed for clients.
- How would you go about locating community resources in a neighborhood in which you have no relationship?

Organization

- What methods have you found that work well for crisis intervention?
- Do you have experience developing workshops? What was the topic and how did you research what to present?
- How do you manage your time? How do you organize your day?
- Tell me a time when you had to unexpectedly change the task you were working on.
- What do you do when you are faced with an obstacle to a program that will help a client? Give an example.
- What do you do to keep track of a lot of information at once?
- What type of research skills/computer skills do you have?
- What are your career goals?
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Composure and Customer Service

- What types of clients have you found particularly hard to work with?
- Tell me about a time you had to deal with an unreasonable request.
- Tell me about a conflict you handled well and one you didn't handle well.
- How do you go about establishing rapport with a new person?

Written and Oral Communication

- Please provide some examples of your types of documentation to keep regarding clients.
- How do you disseminate information to other people? How do you decide what's important?
- What is your experience with writing quickly, under pressure?

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