



***Mental Health Association, Inc.  
Interview Assessment Form/Direct Care***

**Candidate Name:** \_\_\_\_\_ **Date Interviewed:** \_\_\_\_\_

**Candidate Phone Number:** \_\_\_\_\_ **Program Applied For:** \_\_\_\_\_

***Telephone Screening (Required)***

***Tell the applicant that because the job entails taking people out into the community, we need to know:***

**Do you have reliable transportation?**

**Do you have current license and auto insurance in your name or are you listed as a driver?**

**Are you comfortable transporting individuals in your personal vehicle?**

**What is your current schedule and what hours are you available to work?**

**Make sure to confirm rate of pay for the position, as well as the time & date for scheduled first interview.**

***Standard Interview Questions (Required)***

**1. Start off by looking at the application: Tell me about your recent position (s) and related job responsibilities. (Try and get a sense of what he/she did and enjoyed about job(s). Ask questions related to what you see on their application and what they are telling you-ask about related training and any job gaps and why they left or want to leave their most recent position.)**

**2. An important part of this position involves using computers to do shift notes, checking emails, submitting timesheets, etc., can you tell me about your computer skills?**

**3. Give me an example of how you were able to promote teamwork in the workplace? Tell me about a time that you had conflict with a co-worker and what you did to resolve it.**

**4. What is your understanding of boundaries, that is, what do you see as appropriate vs. inappropriate behavior and topics of conversation with those you serve?**

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***Additional Questions***

**Have you had experience with people who have mental illness? If so, can you tell me about what diagnoses and behaviors you have encountered?**

**What is your experience providing physical assistance to people with disabilities?**

**Describe your experience with writing assessments, treatment plans, and/or progress notes? What other types of documentation have you had to complete?**

**Creating and maintaining a “home-like” atmosphere is crucial to our residential programs. How would you help in doing this?**

**You hear a staff yelling at a client/resident and when you walk into a room to check out what is happening you see that the client/resident crying. What would you do in response?**

**A participant is being transported to the ER and could be admitted, what do you do as staff and what is expected from staff?**

**While assisting one of the individuals to shower, you notice a bruise on his/her hip. The individual is non-verbal; therefore she cannot tell you what happened. What do you do?**

**Please tell me about your experience facilitating support groups.**

**What is the most important aspect of working with individuals with mental illness/disabilities?**

**What populations have you worked with and which do you prefer to work with and why?**

**Why do you want this position?**

**Provide us with an example of your ability to work independently.**

**A participant is upset because his parent/guardian cancelled a scheduled outing with them; he/she has threatened to harm him/herself, what would you do? (*Look for what processes/protocols they followed, was on-call used, how did they attempt to de-escalate consumer*)**

**A participant asks you to tell them what medications another housemate is taking, how would you respond? (*Look for answers pertaining to HIPAA policies and/or confidentiality*)**

**A participant has isolated in his/her room all shift and has refused to do any assigned chores or join housemates for dinner, how would you handle this situation? (*See what methods they use to try and engage individual, i.e., group activities, help cook, etc*)**

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***Closing Questions (Required, if moving forward with the hire)***

**What questions do you have about position and/or program?**

**When would you be available to start?**

**Please provide at least (2) professional references to call? (Need 3 for YIT program)**

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***Writing Samples-(Required, choose one) - SEE LAST PAGE. Please have candidate answer one question on the computer and attach to this packet.***

Candidate's Name \_\_\_\_\_ Vacant Position \_\_\_\_\_

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***Assessment Summary (Required)***

\_\_\_\_\_ Please check references    \_\_\_\_\_ References done & attached    \_\_\_\_\_ Send TBNT Letter

This candidate has / has not been selected to move forward in the hiring process, based on the following reason(s):

<b>Relevant Human Services Experience</b>	<b>{Y/N}</b>
<b>Already MAP Certified</b>	<b>{Y/N}</b>
<b>Oral &amp; Written Communication Skills</b>	<b>{Y/N}</b>
<b>Computer/IT Skills</b>	<b>{Y/N}</b>
<b>Appropriate appearance/presentation &amp; professionalism</b>	<b>{Y/N}</b>
<b>Availability to work shifts as needed</b>	<b>{Y/N}</b>
<b>Active auto insurance &amp; reliable transportation</b>	<b>{Y/N}</b>
<b>At least two professional references</b>	<b>{Y/N}</b>

**General Comments:**

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**Hiring Supervisor's Signature**

***Please complete this page and submit entire form to HR for review***

***Writing Samples (Required, choose one)***

**Can you give me an example of time when you were dealing with a difficult individual, what strategies did you use and what was the eventual outcome? *(Look for examples of setting proper boundaries, being able to problem solve independently and if not independently, what methods did they use to figure out answer)***

**Give me an example of a time when you worked with an individual displaying pre-crisis/crisis behavior? What is typically your approach/role? *(Look for answers on how they were able to de-escalate client, while also utilizing what approaches work off of treatment plan & what documentation was done, i.e., incident report)***

**Two consumers are arguing about who is not completing the chore that was assigned to them. As staff how would you handle this situation? *(See what methods were used to de-escalate the situation, were chores re-assigned, was positive reinforcement used, etc.)***

**What would you consider a Human Rights violation? What will you do to assure that Human Rights are promoted and safeguarded in the program?**