

## Appendix C: Community Health Worker Interview Questions

CHWs often come to their roles with a wealth of experience and in-depth training that they don't have a chance to share. This is meant to offer some ideas for how to engage a potential CHWs in sharing additional background and competencies. The Core Competencies can be used as a guide, and questions asked should focus on communication, cultural competence, and client interaction.

### Competency-Based Interview Question Examples:

1. Why do you want to be a Community Health Worker? (When the CHW speaks another language, in addition to English, we suggest using a Language Line for this question. The CHW can answer the question in the other language they speak via the Language Line interpreter.)
2. How have your past experiences prepared you for this job? (Suggest using the Language Line for this question as well.)
3. People doing this job work with families in the community, and don't just sit in an office. What skills will you use to work with families in the community?
4. How do you build trust and relationships with other professionals working with families?
5. If you were working with a client in the community, and were not sure how to help them, what would you do?
6. This job includes interpreting (talking) and translating (writing) from English to another language. What helps you do a good job at interpreting or translating?
7. Tell us about a time when you were good at communicating, and it made a difference.
8. Tell us about a time when you tried to get someone to do something they didn't want to do.
9. What do you do in difficult situations or situations with conflict?
10. How do you protect people's private health information? What is your experience with HIPAA?
11. Tell us about a time when you had to change your way of doing something so that you could finish a job or task.
12. How do you work with the community? How do you help families and communities be healthier?

### Experience Question Examples:

1. Where did you do your CHW Certificate internship? What topics did you work on? Why did you choose this internship?
2. During your education (including your CHW Certificate) what projects did you do and on what topics? Was there an area of the certificate program you were most interested in?
3. Do you have any training in evidence-based health education models (Diabetes Prevention Program, Chronic Disease Self-Management Program, A Matter of Balance, etc.)?

**EXAMPLE CHW INTERVIEW GUIDE (Volunteers of America, Minnesota and Wisconsin)**

**INTERVIEW QUESTIONS FOR COMMUNITY HEALTH WORKER**

**NAME OF APPLICANT:**

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Date:

Evaluator:

Did applicant arrive on time?

Personality/motivations

1. How did you choose this line of work?
2. What are your strengths and weaknesses?

Relevant Experience

3. Have you had any previous experiences with doing home visits with seniors? If so, describe these experiences.
4. Have you had any experiences working with doctors, nurses, and clinics? If so, describe them.
5. What type of resident would it be hardest for you to work with and why?

Organization and multitasking

6. What is your system for keeping organized for multitasking?
7. How do you keep track of your and your resident's appointments?

#### Interpersonal

8. Can you give me an example of a job or duty where you were managed your own time and had very little supervision?
9. What did you do the last time you were given instructions with which you disagreed?
10. What did you enjoy the most about your last job? Least?
11. What were the circumstances leaving your last job?

#### Knowledge/skills

12. Part of the job is to educate and connect people to resources so that they can get the help they need in their lives and stay healthy. Give me some examples of programs, organizations and clinics that you are familiar with in the target area that you may refer residents to?
13. I'll now read a sample scenario. What kind of services would you connect the resident with?
14. Tell me your understanding of the job. What questions do you have about the job?

#### Job-Related Logistics

15. What are your goals a year from now and 5 years from now?
16. How much notice would you need to leave your current employer if we were to hire you?
17. Do you have any responsibilities that conflict with our hours of operation (between 8-5)? Do you have any planned leaves of absence coming up?

## EXAMPLE CHW INTERVIEW GUIDE (People Incorporated Mental Health Services)

### Community Health Worker Interview questions.

Discuss prior to starting interview:

- Staff meetings
- Driving requirements
- Hourly position
- Program service area

#### **COMPETENCY: *Working with Others/Communication***

1. In this position, you will be working closely and collaborating with others to support the client's needs and goals. Sometimes this will be in-person, and sometimes it will be on the phone or through email. Describe a time when you were a member of a team and what actions and roles you took-on to be a team player.
2. Tell us about a time you struggled to use direct communication in the work place?
  - a. What did you learn?
3. Describe a time when you had a conflict or disagreement with a supervisor or co-worker and what did you do?
4. How would your past co-workers describe your role as a team member?

#### **COMPETENCY: *Providing Services and Therapeutic Intervention***

5. A large component of this position involves providing culturally appropriate, person-centered health and wellbeing information and education to clients. Can you provide an example of a time you provided health and wellbeing information and education to a client?
  - a. What was the outcome or the client's reaction?
  - b. Is there anything you would have done differently?

6. Other primary duties for this position include acting as an advocate to assist with bridging gaps between communities and health and social service systems and partnering with the client on locating and utilizing individualized health and human services. Can you tell us how your past educational and professional experience has prepared you to successfully fulfill this aspect of the position?

7. Can you give me an example of when a client escalated? How did you resolve that?

**COMPETENCY: *Individualizing Care***

8. Describe your experience with working with individuals with Severe and Persistent Mental Illness (SPMI).

9. Describe the process you've used to determine an individual's goals or needs.

10. Describe an example of a time you promoted positive change in a client.

11. Tell me about a time you worked with a client who appeared unmotivated. How did you work with this client?

12. Tell me about a time when you disagreed with a client's decision. What did you do?

**COMPETENCY: Scheduling and Documentation**

13. In this role you will be managing several different schedules, tell me how you prioritize your time and how you would track time to make sure each client is utilizing/getting their allotted time on your schedule
14. Tell me about a time you needed to change your plans “on the fly” to adjust to a change in need or circumstances. (competing client priorities)
15. Can you describe previous experiences with documentation and electronic health record?
16. In this position, client contact is the primary expectation. In addition, your week will include drive time, supervision and meeting time with your supervisor and the rest of the client care team, and other additional duties. You will be expected to deliver on outlined productivity expectations that may adapt based on client and organizational needs.
- a. What would you do if you had a cancellation?
  - b. How would you schedule clients to make the most of each day?
  - c. This schedule may not allow for a great deal of documentation time outside of client meetings, how would you incorporate that into each meeting?

