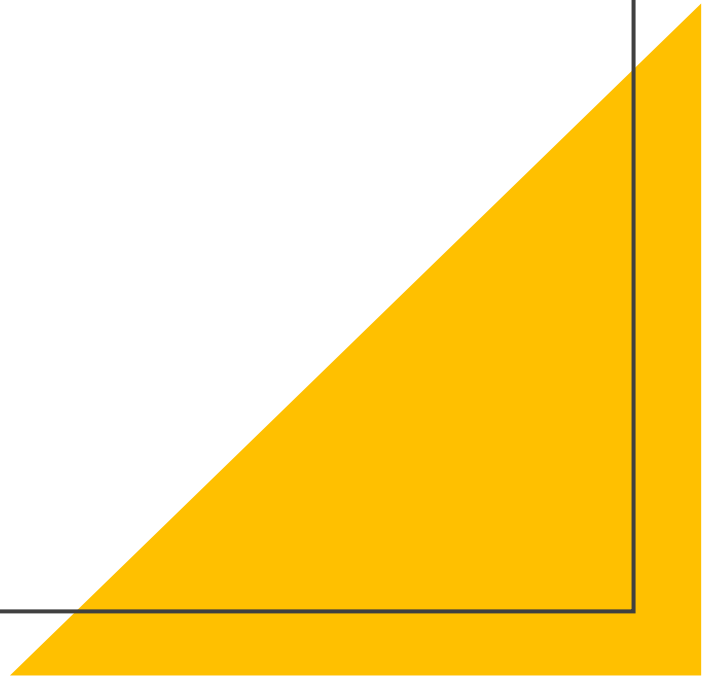


Finding and Retaining Great Employees



Know Yourself

- Do you have a strategic plan or a work plan in place?
- What makes working for you great?
- What do your departments need?
- What do you know about your supervisors? What are their needs?
 - What is their management style?
- **KNOW WHO YOUR RINGERS ARE-**
who can you interview **WITH?**

Know Your Candidates

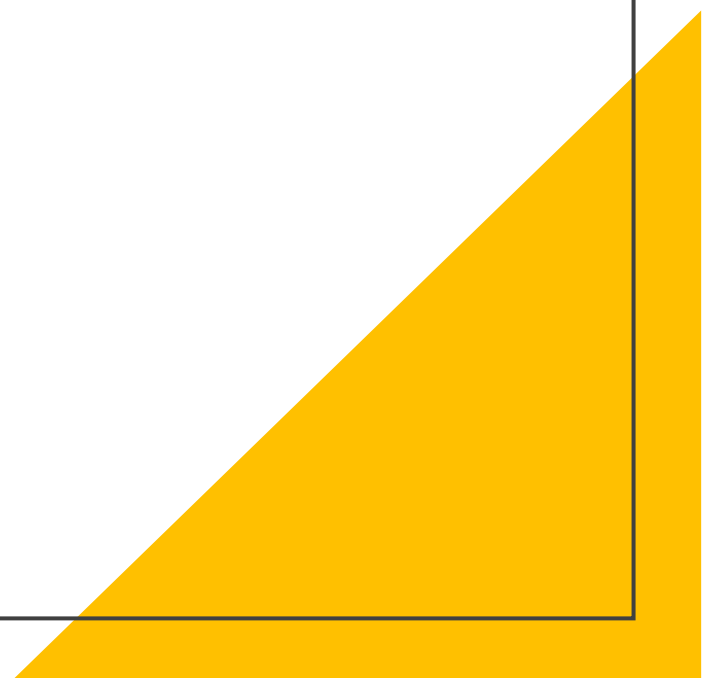
- Who loves a good resume? What is a good resume?

The First Filter

Do they meet the basic criteria?

Did they follow instructions?

Was it submitted on time and complete?



The Second Filter

- If they did not meet the basic criteria, do they have experience that would make them a fit?

Holocaust Survivor Support Worker

Applicant has babysitting experience

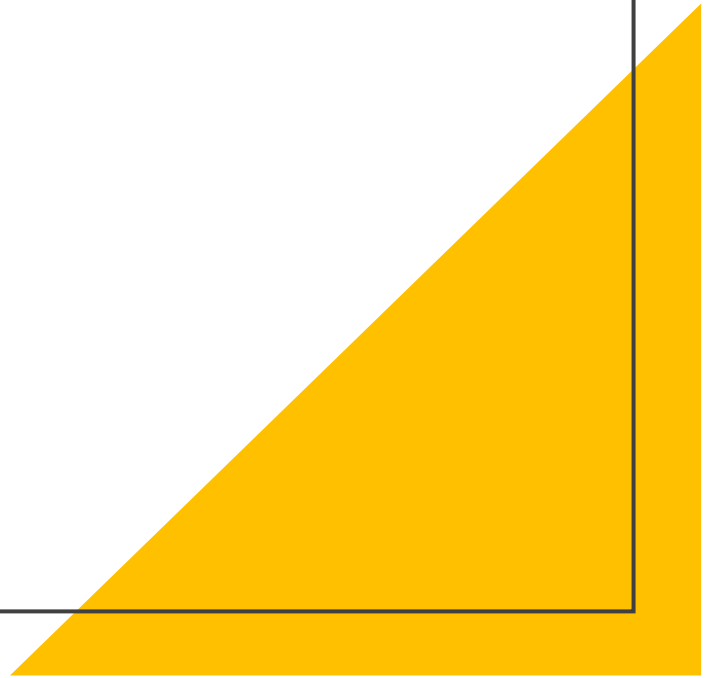
Applicant has worked as a cashier

Applicant is currently working at a shoe store

- The shoe store specializes in orthopedics
- The shoe store is located in a strip mall near a number of 50+ apartment buildings

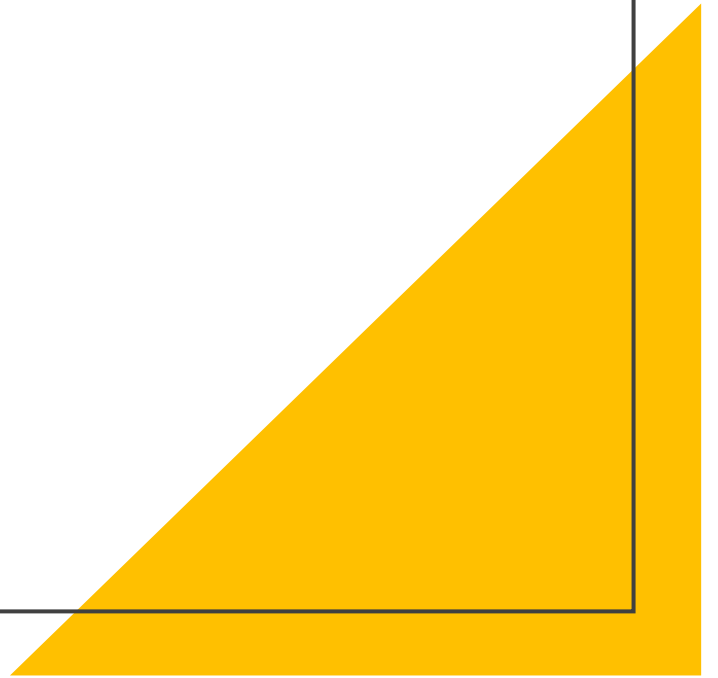
The Interview

- Ask the questions that matter to YOU.
 - The skills questions are important, but what are you asking to learn how they think?

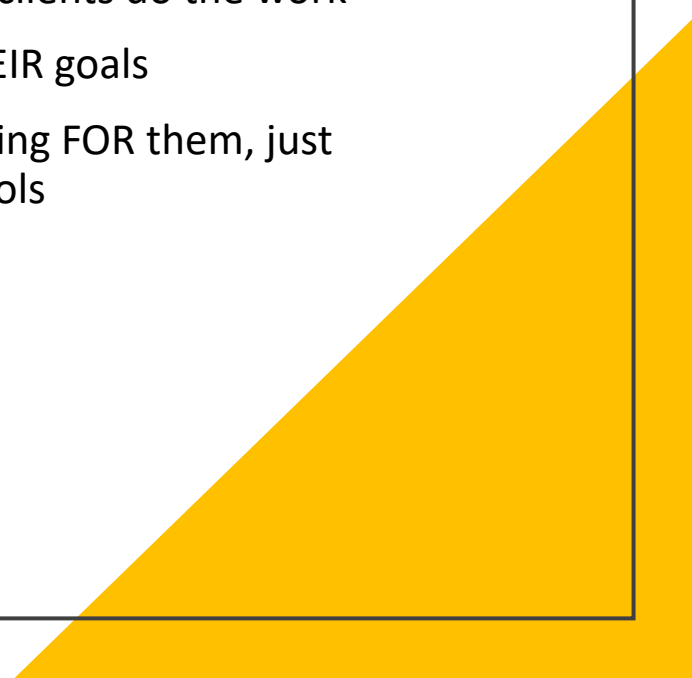


Some Favourites

Questions and Answers



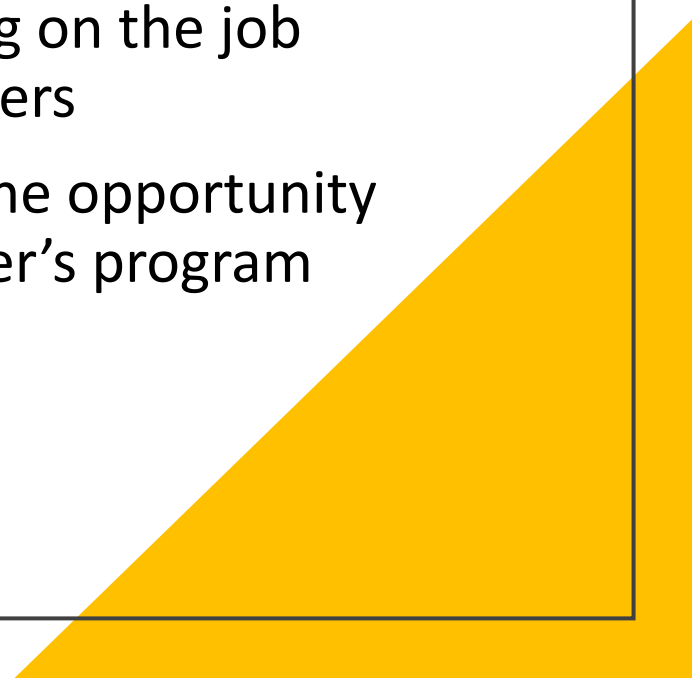
Empowerment and strengthening lives are important values at JCFS, can you please describe what empowerment means to you? How is it you feel you strengthen lives through your work? Please give specific examples, if you can.

- Empowerment is giving people skills and tools so they can live a good quality life in their community and be happy
 - Give them the toolbox, show them how to use it, then the clients do the work
 - Aiding them in THEIR goals
 - Never doing anything FOR them, just giving them the tools
- 
- A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.

Think of a time when you felt well supported in the workplace. What was the situation? What actions made you feel supported?

- When I wanted to go outside the mandate of care because I felt the client could really benefit, my supervisor heard me and supported me while stating new boundaries.
- I had a difficult time problem-solving with a client and I took it to my team. We worked through it together and then I was able to come back to my client with new approaches and ideas.

JCFS encourages professional development. What are some of your learning goals? What kind of learning excites you?

- I would like to learn more about trauma-informed practices
 - I love learning on the job and from others
 - I would like the opportunity to do a Master's program
- 
- A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.

Keeping the People You Hire!

- If you hire the person who is the best fit, they are likely to stay!
- Do you have an on-boarding program?
- What is your professional development program?
- Do you have a wellness program?
- What are your feedback models (how do people KNOW they're doing a good job)?
- For those that are hungry, can they see themselves somewhere in your organization in the future?

Administrative Assistant

Second Interview Questions

Candidate Name:

1. Multitasking: You might be on the phone with a donor or a board member and another staff person is waiting to ask a question. What would you do?
2. Facilitating when English is an additional language: You are on the phone with someone who is struggling to get their point across to you. How would you handle it?
3. Think of a time when you felt well supported in the workplace. What was the situation? What actions made you feel supported?

b) Without using names, was there ever a time you felt unsupported in the workplace. What was the situation? What do you think should have been done differently?
4. Working in a social work environment has its share of challenges and frustrations. What does self-care mean to you? What kinds of self-care practices have you included in your routine?

5. What do you feel is a good balance between working independently and supervision?

6. JCFS encourages professional development. What are some of your learning goals? What makes you excited about your work?

Mental Health Worker Interview Questions

Candidate Name:

1. Please talk a little about your work history. What have you been involved with that you think makes you an ideal fit here?
2. What appeals to you about this position? Why would you want to work for JCFS?
3. What is your greatest challenge, clinically? Can you describe a time when you've had to face that challenge and what you did in those circumstances?
4. Please talk about an experience with your work that you are most proud of or you feel you had the most impact.
5. What do you think it means to provide culturally appropriate programming? Can you think of a time when this has been part of your previous work experience?

6. Working collaboratively is a vital component to how we work here, is there a time in your past experience where you worked with a team to problem solve? Please describe.

7. Many of the clients we work with have chronic, persistent mental health concerns and often do not have a robust support network. How would you handle a situation where you have concerns about dependency vs. support?

8. JCFS is currently growing and further developing our Mental Health service area. One area where we are working to become a community leader is treating and supporting co-occurring disorders in collaboration with our Addiction Services program. Can you share the experience you have in this area? What do you feel is the greatest challenge?

9. Empowerment and strengthening lives are important values at JCFS, can you please describe what empowerment means to you? How is it you feel you strengthen lives through your work? Please give specific examples, if you can.

10. Do you have any questions for us or is there anything you would like to add?

Mental Health Worker

Second Interview Questions

Candidate Name:

1. Think of a time when you felt well supported in the workplace. What was the situation? What actions made you feel supported?

b) Without using names, was there ever a time you felt unsupported in the workplace. What was the situation? What do you think should have been done differently?

2. Conflict in the workplace happens. Think of a time when you disagreed with a coworker and how did you handle it? What went well? Is there anything you wish you had done differently?

3. Working in mental health has its share of challenges and frustrations. What does self-care mean to you? What kinds of self-care practices have you included in your routine?

4. While planning is important, sometimes a crisis will happen that changes your schedule. How do you balance the need for flexibility in working with clients while also getting the work done within the established time lines.

5. What do you feel is a good balance between working independently and supervision?

6. JCFS encourages professional development. What are some of your learning goals? What makes you excited about your work?

7. What is one thing you would like to share with us that you haven't been able to articulate yet?