



POSITION: Clinical Manager

Applicant:	Interviewer:
Date:	Office:

Introduction

1. Tell me about yourself. What’s your experience with home care? What inspired you to look for a job with Recover Care? How did you hear about Recover Care?

2. Why do you do what you do?

Recover Care Mission and Guiding Principles

3. Have you had a chance to review our Mission and Guiding Principles? If so, what stood out to you?

Client Experience

4. When you’re working with a large number of customers, it’s tricky to deliver excellent service to them all. You may get a series of requests, grievances, and accolades. How do you go about prioritizing your clients’ needs?

5. Give me an example of a time when you did not meet a client’s expectation. What happened, and how did you attempt to rectify the situation?

6. Describe a time when you had to work with a difficult client. What was the situation, and how did you handle it?

Clinical Manager – Interview Guide

Clinical Outcomes

7. Sometimes it's just not possible to get everything on your to-do list done. How do you determine which tasks are completed and which will have to wait?

Employee Engagement/Leadership

8. Give me an example of a time you faced a conflict while working on a team. How did you handle that?

9. We all make mistakes we wish we could take back. Tell me about a time you wish you'd handled a situation differently with a colleague.

10. Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?

11. Tell me about your leadership experience. How would past employees describe you?

12. What's your proudest accomplishment as a leader? What about something you wish you had done differently as a leader?

Growth/Finance

13. What is your experience in managing a budget? Managing hourly staff and productivity?

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Other

14. Tell me about your proudest professional accomplishment.

15. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.

16. Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle that? Which management style do you prefer?

17. Do you have any other questions for me?

Logistics

18. How far are you willing to travel?

19. How many hours are you hoping to work per week?

20. What is your current salary/what salary are you looking for?

Interview Outcome			
<input type="checkbox"/> Employment Offered	<input type="checkbox"/> Requires 2 nd Interview	<input type="checkbox"/> Pending	<input type="checkbox"/> Declined