

CFP TECHNICAL ASSISTANCE BULLETIN

INTERVIEWING & HIRING RESOURCES PACKET

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Background

The attached Resource Packet includes information and ideas that were gathered and developed by the New York City Community Follow-up Program Technical Assistance Group (TAG) Training Subcommittee. One of the many training related issues identified during our meetings in 2000 was the difficulty that Program Directors experience in hiring and retaining quality case management staff.

In exploring some of the difficulties related to hiring and retaining staff, the Committee looked at the following areas:

- What are the qualities (educational, experience and skills) that make good case managers?
- Does the process of hiring/interviewing potential candidates have an impact on the quality of staff ultimately hired? Do some processes work better than others do?
- What were some of the “worst” or “inappropriate” hires agencies have experienced? Were there things that could have been done differently that would have identified some of the issues with those candidates before hiring?

In this Resource Packet you will find the following tools, information and suggestions:

- Interview and Hiring Processes - this provides an overview of different approaches that can be used for interviews and hiring, along with some pros and cons for each approach.

- Things to think about and questions to ask in interviews.
- Sample Case Studies that could be used to assess skills of candidates as part of the interview process.
- Sample Boundary Scenarios that could be used to assess commonsense and judgement skills of potential candidates.
- Resume Application Evaluation Tool that can be used to review and rank resumes to assist in screening candidates.
- An Interview Evaluation Form that can be used in a formal interview process with standardized questions.
- A format to use in checking references on a candidate.

All of this information and forms are available on-line and can be e-mailed upon request. Please take the time to review your existing processes/procedures and reflect on any problems you have experienced in hiring case management staff and determine if processes and approaches should be adjusted utilizing the tools in this resource packet.

We recommend that this TA Bulletin Resource Packet be maintained separately from the Policy & Procedure Manual.