

Recommended Interview Questions:

Recovery focused and person-centered care

The questions below are intended as a guide for interviewers interested in exploring candidate's skills, knowledge, and attitudes towards recovery and person-centered care.

You may also want to probe for competency in the following "soft skills" that are essential to a recovery-focused orientation:

- Collaboration
- Continuous learning
- Power sharing
- Non-judgmental listening
- Empathy
- Patience
- Unconditional support for others
- Strengths-based approaches

Understanding of recovery and person-centered care principles

- What do you think recovery is, and what is it not?
- How is recovery the same as or different from treatment?
- What do you do in your work with clients that would demonstrate to an observer that your approach is recovery-based?

Attitudes towards recovery and person-centered care

- Describe the likelihood of recovery for people you have worked with.
- From your experience, what kinds of goals are appropriate for clients to work towards? What goals would you consider inappropriate?
- If a person is making a decision that you think is bad, or might lead to failure, how do you respond?
- To what extent should people experiencing psychiatric symptoms, or actively using substances be allowed to make decisions for themselves?

Client participation in service design and delivery

- How do you respond when a client shares a goal that you think is not achievable or reasonable?
- Describe how you have developed treatment plans for people who are not able to specify any personal goals or desired interventions?
- How should programs involve clients in the design of services?
- Talk about how you have worked with clients who do not consistently participate in the services on the treatment plan.

Recovery outcomes

- Tell me about a time you tapped into non-traditional supports to work with a client (*examples of non-traditional supports could include acupuncture, peer staff, service animals, Reiki, Hearing Voices groups*).
- Describe some of the ways you have encouraged clients to be more integrated into their communities.
- Tell me about how you support clients who are interested in getting a job.
- Can you share an example of support you provided to a client around managing an intimate relationship?

Being a recovery-focused practitioner

- Describe how you think staff members can use self-disclosure in their work with clients.
- Tell me about a situation working with a client that made you lose hope. What did you do as a result?
- Describe your experience working with peer staff as a member of the service delivery team.
- Think about a client you found very challenging to work with. Describe that person's challenges. Next, tell me about the person's strengths, and anything you did to tap into these assets.
- Tell me about a time you felt defeated by your work. How did you respond?
- Tell me about something you learned from a client.

Recovery orientation in the workplace

- If you were in charge of the physical environment of your program, what would you do to make a recovery philosophy stand out?
- What does a recovery-focused practitioner do as a supervisor that a non-recovery oriented person might not do?
- Tell me about a risk you have taken and how it turned out.