

Social Worker

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Social Worker, Emotional Intelligence, Resilience, Organisation

Competency/Skill	Candidate with this will display
Social Worker	<ul style="list-style-type: none"> • Can work with multiple people from various backgrounds, cultures and mental health needs • Has high resilience and coping strategies for their own safety • Understands and sets boundaries when working with clients
Questions	
	What is your philosophy with setting boundaries with clients? Has this ever been broken?
	Describe the hardest case you have worked on. Why was it hard?
	What is your most and least favourite aspect of working in social work?
Comments	

Competency/Skill	Candidate with this will display
Emotional Intelligence	<ul style="list-style-type: none"> • Can regulate their own emotions in tough and confronting situations • Ability to read emotions of other people and act accordingly
Questions	
	How do you regulate your own emotions when dealing with an aggressive or extremely upset client?
	How do you handle a bad day at work?
	Describe a time where you have handled a client who was aggressive towards you or someone else.
Comments	

Competency/Skill	Candidate with this will display
Resilience	<ul style="list-style-type: none"> • Can effectively manage tough cases without letting it get to them personally • Understands the nature of the role and that they will be exposed to disturbing cases and situations • Able to leave work at work
Questions	
	What strategies do you have in place to ensure you don't let the stressors of this role get to you?
	Describe a time where you have had to work hard at letting go of a case. How did you manage to do this?
	Why do you think resilience is important in this role?
Comments	

Competency/Skill	Candidate with this will display
Organisation	<ul style="list-style-type: none"> • Proven ability to handle high workloads and prioritise tasks • Can manage multiple cases at different stages at once • Maintains in depth records of all activities related to a case
Questions	
	How do you prioritise your cases?
	What system do you use to manage the records or keep notes for your cases?
	Describe a time where you have felt overwhelmed at work. Why were you overwhelmed and how did you react?
Comments	