

Peer Support Interview Questions

Please circle a number that best describes the applicant's answers to the questions in each category.

1 = poor 2 = below average 3 = average 4 = above average 5 = excellent

Boundaries

1 2 3 4 5

Describe a time when you had to set boundaries with someone who was asking too many personal or inappropriate questions of you.

Tell us how you would respond to someone who asked you about your diagnosis and medication you are taking.

Competency

1 2 3 4 5

If you are given a list of tasks to complete by your supervisor, how do you go about prioritizing those tasks to get them done?

Personal Characteristics

1 2 3 4 5

If you were to describe a good coworker, what qualities would you say they have? Do you possess any of these qualities and which ones?

This job requires a great deal of professionalism and responsibility while supporting people in difficult situations. There may be situations that could bring up past issues for you. Tell us about a time when something from your past interfered in a situation and how you handled it.

Dependability

1 2 3 4 5

Based on your last position, what were you 100% accountable for?

Initiative

1 2 3 4 5

Tell us about a time when you had an idea on how to improve something related to your job and how you communicated it.

If someone asks a question or you're in a situation where you are unsure how to respond. What steps do you take?

Tell us about a time when you went above and beyond in your job. What was expected and what did you do?

Tell us about a situation when you were given a task that you did not have enough information or support to complete. What steps did you take to accomplish the task?

Intellectual

1 2 3 4 5

This position requires you to be able to do a range of things from attending admission, team meetings, and working with a variety of diverse groups. Tell us about a time when you had to balance several types of tasks.

Sometimes you may hear staff say things that are problem-focused and based in the medical model. Can you give us an example of a problem-focused statement and how you would reframe it into a strengths-based statement and give staff feedback?

You observe a mental health worker confronting a client about their personal hygiene in an area full of other clients and staff. What would you identify as concerns in this situation?

Collaboration/Cooperation

1 2 3 4 5

Describe a time when you worked on a project that needed a lot of communication and cooperation. What did you learn or would do differently next time?

In what situations should you do things your way? In what situations would you simply follow procedures and guidelines and not try it your own way?

Motivation

1 2 3 4 5

Describe a time when you set a personal goal for yourself and how you accomplished it? What motivated you?

Philosophy

1 2 3 4 5

We see many people come into the hospital time and time again who seem to be “stuck” in their illness. What are your thoughts about this?

Scenarios

1 2 3 4 5

If someone comes to you complaining about staff not following their treatment plan and treating you unfairly, how do you respond to them?

If you were in a situation where you were called to support a client during a difficult time, how would you respond in that situation?

A person strong emotions and is screaming and crying, but doesn't want to be touched, comforted, or left alone. How do you respond in this situation?

A person that is physically larger than you and intimidating is yelling at you with an angry tone. How do you respond?

A client confides in you that she has been giving her medication to another client. How would you respond to this situation?

A social worker has a problem with one of your fellow peer support workers and starts to discuss them with you. What is your immediate response to the social worker? What next steps would you take?

You are having a conversation with a client about what brought them into the hospital. They begin to tell you that they are part of an elitist group and have been tortured by cutting their arms. They show you that they have multiple scars, but it's clear that there are not marks. How do you respond?

Often times you are told or are asked things by clients that may make you uncomfortable. Would you have a conversation with the client about your discomfort? Why or why not?

You are in a team meeting or group of providers and they start making comments about a client that are demeaning, stigmatizing, or disrespectful. How would you respond in the situation and afterwards?

If you were having a conversation with a client or a group of clients and the topic of sex was brought up. Some clients are using derogatory sexual language and saying things that are objectifying the human body. How do you respond?

Supervision 1 2 3 4 5

Describe a situation in which you may ask a supervisor for help or guidance.

Interpersonal 1 2 3 4 5

How would you handle it if a client at Riverview were asking for your attention more than you felt was appropriate?

A big part of what peer specialists do is advocate for clients on a low level. You may need to address staff on their approach to clients. Tell us about a time when you had to speak up in difficult or intimidating situation.

Conflict 1 2 3 4 5

Tell us about a time when you were given an instruction that you really disagreed with. What was it? What did you do?

What kinds of disagreements are you able to handle easily? What are examples of conflicts that are difficult for you?

You have to say “no” to a client’s request, but you know that client does not like to hear “no” as an answer and often gets up set when told “no.” How do you approach the person and conversation?

Wrap-up

1 2 3 4 5

Are you available to start the beginning of January?

Is there anything that you would like to tell us that we have not covered?

Score Sheet

Boundaries	_____
Competency	_____
Personal characteristics	_____
Dependability	_____
Initiative	_____
Intellectual	_____
Collaboration/Cooperation	_____
Motivation	_____
Philosophy	_____
Scenarios	_____
Supervision	_____
Interpersonal	_____
Conflict	_____
Wrap-up	_____
Ability to listen and answer questions appropriately	_____
Overall impression of the applicant	_____
How well would this person fit in with the peer support team	_____
Total	_____