

INTERVIEW GUIDE FOR HIRING A CARE MANAGER

1. Confirm that the person has done this work.

- “Tell me about families you’ve worked with who have needs similar to my son or daughter.”
- “What disabilities do you have the most experience with?”
- “What’s the most complex case you’ve managed? What made it challenging?”
- “How do you involve the individual in decisions, regardless of ability?”
- “How do you build trust with someone who has communication challenges?”
- Listen for specifics vs. general statements.

2. Can they advocate for your son or daughter?

- “What public benefits and programs do you work with most often?”
- “Give an example where you successfully advocated on behalf of an adult for MassHealth or DSS services.”
- “Describe a time when you secured services that were initially denied?”
- “How do you stay current on changing disability laws and eligibility rules?”
- “Can you share an example of advocating with a provider for better services within home, day service, or employment setting?”

3. What are the person’s soft skills such as communication, judgment, and collaboration?

- “Tell me about a time when things went sideways for an individual. What did you do first?”
- “How do you document and communicate incidents?”
- “How would you communicate updates with me or the future family member? Can you share a sample update?”
- **If they are a social worker or similar background:** “What is your experience with medical or health-related incidents, and how do you integrate that information into your oversight or advocacy?”
- **If they are a nurse or similar background:** “Please share your experience addressing non-health-related incidents which held someone back in development.”

4. Care manager’s business relationship.

- “What are your credentials or certifications?”
- “How do you handle confidentiality and HIPAA?”
- “What are your fees and billing structure?”
- “What happens if it doesn’t work out? What’s the cancellation policy?”

Do a gut check after the interview. Think through the interview responses and your intuition of the person.