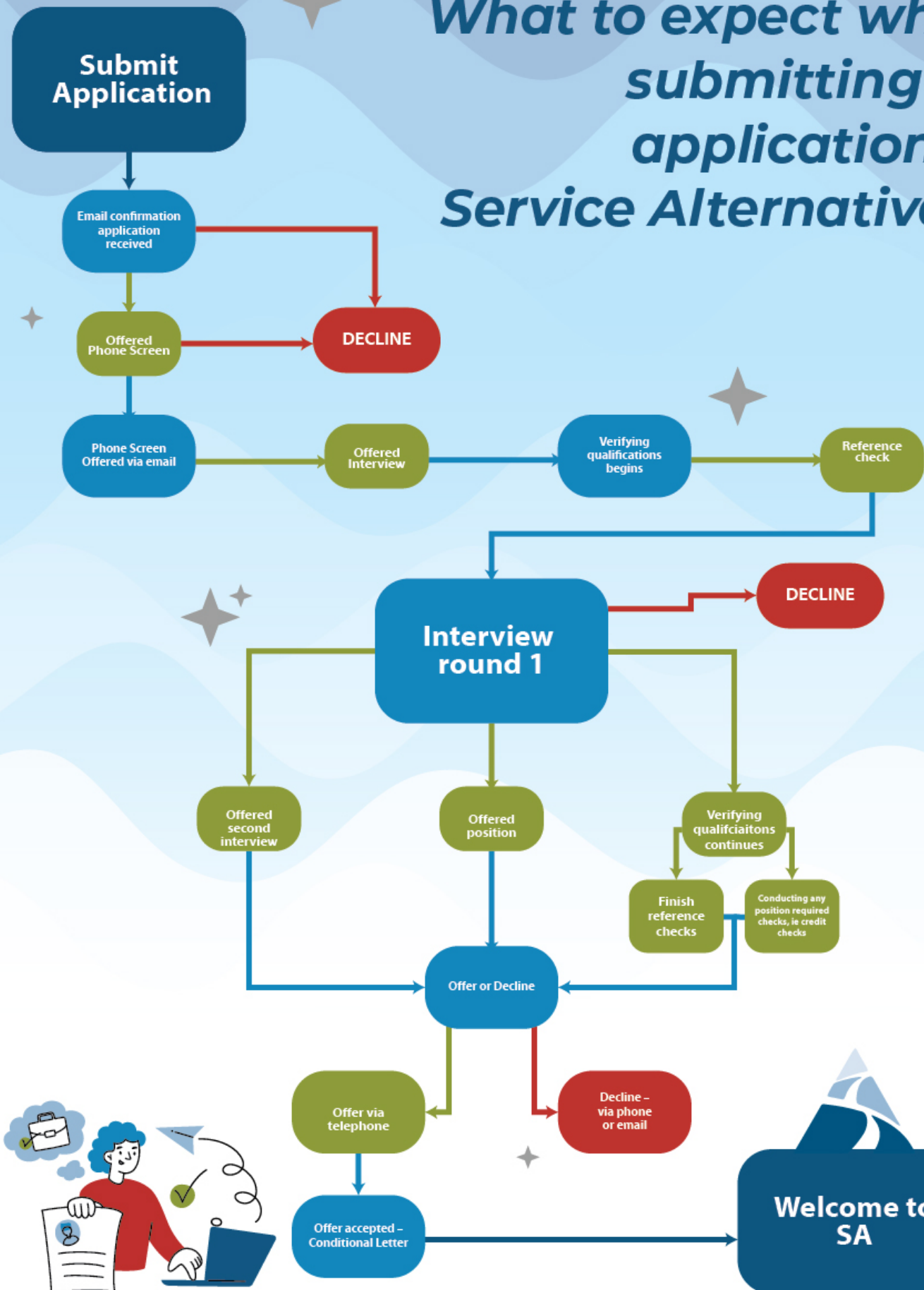


# What to expect when submitting an application to Service Alternatives?



# STEP 1

- **Email Reply – you will receive an email reply from SA that confirms your application has been received. This may be the final communication you receive for job opening.**
- **Complete your candidate profile on the Career Center – you will be invited to complete your candidate profile on the Career Center. This is encouraged as SA can save your application for up to one year and may consider for other job openings that match your qualifications.**

# STEP 2

- **If you are identified as potential candidate you will be offered a Phone Screen**
  - You will receive an email from SA inviting you to schedule a phone screen.
  - The purpose of the phone screen is to confirm your qualifications and determine if an interview will be offered.
  - The phone screen will ask you about the minimum qualifications of employment for SA and the job which you are applying. The phone screen confirms you have received a copy of the job description and understand the job you are applying for.

# STEP 3

- **If you match qualifications in the phone screen you may be offered an Interview following the phone screen. You will receive email communication that an interview is offered or that we've moved forward with other candidates.**
- **Interviews may be offered in-person or virtual. It depends on the hiring manager, job interviewing for and location. The email will provide details of method of interview.**

## STEP 4

- **Interview-** most jobs have one interview and a candidate is chosen from the first round. Many jobs also have call back for second interview for top tier candidates. Some jobs have skills testing.
- **Verify Qualifications**
  - References are requested at time of interview offer. References are checked. Jobs that require additional screenings, such as credit check, will be requested at time of interview.

## STEP 5

- **Post-Interview: you will receive an Offer or Decline.**
  - Offers are made via telephone then with follow up conditional offer letter.
  - Declines are made via telephone or email.
- **Applications are kept on file for one year and considered for future openings for the job which you applied for or other opportunities that match your qualifications. If you are considered for another opportunity you will be encouraged to apply directly for that job opening.**
- **RE-apply: we encourage all applicants to re-apply and follow job openings for opportunities of interest.**





# ***What to Expect in an Interview at Service Alternatives***



Thank you for your interest in interviewing with Service Alternatives. While the interview process may vary slightly depending on the hiring manager and the specific role, the following overview outlines what you can generally expect throughout the experience.

## **Interview Confirmation**

Candidates selected to be invited for interview are notified at time of phone screen at the end of the call or via email following the phone screen.

You will receive an email confirmation of the interview that includes:

- The setting: virtual or in-person. In-person will include a physical address.
- Date and Time
- Name of hiring manager leading the interview
- Instructions on completing references

You will also receive a copy of the job description which you are interviewing for and a summary overview of benefits.

## **Arriving to Interview**

Interviews should begin at the scheduled time.

Virtual Interviews: candidates will be in a virtual waiting room and let in at time of interview.

In-Person Interviews: Offices have secured entry so plan to read signs on doors for doorbell instructions. You may be asked to wait in a lobby or office until time of interview. Interviews are typically in a small conference room or office with a table.

## **Structure of Interview**

The structure of the interview is similar for both virtual and in-person.

- You will be interviewing with the hiring manager for the job opening you are interviewing for.
- There will 2 managers or leadership staff conducting the interview



## Round 1 Interview

Most direct service and general positions are completed in the round 1 interview.

Positions that are management, administrative, training or leadership may have a second round for top tier candidates.

## Common Interview Questions

All interviews at SA include questions that provide the candidate an opportunity to share:

- Why you are interested in the job
- Your general understanding of the job description
- The skills and experience you have that match the essential functions of the job

Common general questions include:

- Why are you interested in Service Alternatives?
- Why are you interested in the position you are interviewing for?
- Have you received and reviewed a copy of the job description?
- Can you explain what you think this position requires?
- What skills and experiences can you share to demonstrate your ability to meet the job description functions?





# Knowledge and Skills Questions

These questions are asked specific to the job which you are interviewing for.

Examples for direct services positions:

- How do you engage a client on planning their day and completing activities of their choice?
- How do you engage a client to increase participation in their community?
- How might you role model appropriate social skills to a client?

Examples for social service or case management positions :

- Describe your experience supporting clients in creating and working towards their goals
- How would you ensure that a client's individual plans are being implemented?

Examples of manager or leadership positions:

- Describe your experience supervising individuals and teams.
- What is your experience with creating and implementing staff schedules?

All interviews usually include general questions about motivation and character. Examples may include:

- How do you balance the needs of more than one individual?
- Describe challenging situations and what worked well and what has not.
- What motivates you to be successful? What leads to burnout?
- What are your short or long-term goals?

## Service Alternatives is guided by our vision, mission and values

Interviews for all candidates may include general questions asking candidates how the values are embedded into the work. Examples may include asking candidates to share:

- How do you demonstrate respect for customers, clients or co-workers?
- How do you engage clients in the community?
- How do you motivate yourself and team members and strive for employee satisfaction?

## Presentations or Sample Work

Some positions include requests for sample work or short presentations at the end of the round 1 interview.

The screener or hiring manager will communicate with the candidates if this is requested. Examples may include:

- Case Management or Social Service Positions: samples of individual plans; writing individual goal samples
- Training: asked to provide a short training to demonstrate up in front skills
- Therapists or Facilitators: asked to provide short demonstration of training to a skill

## Testing

Some positions include requests for skills testing at the end of round 1 interview.

Examples may include:

- Typing tests
- Microsoft 365 tests
- Writing proficiency tests

## Next Steps

Candidates will be notified via email following the interview of any next steps. The notification could be any of the following:

- SA has chosen to move forward with other candidates and the process is ended.
- Invite the candidate for a round 2 interview
- Invite the candidate for a phone call. The phone call will be to answer any clarifying questions or may be an offer for employment
- Invite the candidate for round 2 interview

