

Health Equity Bank of Job Applicant Interview Questions

Based on the Skills and Abilities Needed By Local Health Department Staff to Effectively Address Health Inequities

Refer to [Administrative Manual Human Resources Section ADDENDUM A: A1 Hiring and Onboarding Policy](#) for instructions on how to use this document

DESIRED SKILLS & ABILITIES				
Personal Attributes	Knowledge of Public Health Framework	Understand the Social, Environmental and Structural Determinants of Health	Community Knowledge	Leadership
<ul style="list-style-type: none"> • Life-long learner • Self-reflective • Reflects the diversity of the population that is served • Passionate • Creative and innovative • Perseverant • Active listener 	<ul style="list-style-type: none"> • Prepares program plans • Understands/uses data in a systematic approach • Takes a systems approach • Understands PH core functions and services • Familiar with the Principles of the Ethical Practice of Public Health • Conducts evaluation • Conducts assessment 	<ul style="list-style-type: none"> • Understands and applies social justice principles • Understands underlying causes of health inequities • Understands connection between identity and health 	<ul style="list-style-type: none"> • Builds on strengths and assets of self and the community • Works well and is comfortable with diversity • Comfortable working in communities • Knowledgeable about community issues and resources • Understands current immigration patterns and issues 	<ul style="list-style-type: none"> • Works well within the LHD and in the community and serves as liaison between the two • Engages, mobilizes, coaches and mentors others • Understands and navigates power dynamics • "Politically astute": is committed to understanding diverse interest groups and power bases, and the dynamic between them, so as to lead the organization more effectively
Collaboration Skills	Community Organizing	Problem Solving Ability	Cultural Competency Humility	
<ul style="list-style-type: none"> • Employs good interpersonal skills • "Team" player • Shares power • Trusts partners • Communicates well across disciplines 	<ul style="list-style-type: none"> • Inspires Community Involvement and ownership • Inspires and builds trust • Develops and promotes community leadership • Develops and promotes community networks • Values/elicits input and feedback from community 	<ul style="list-style-type: none"> • Uses negotiation and conflict resolution • Willing to take risks • Learns from failure 	<ul style="list-style-type: none"> • Respects cultures and demonstrates cultural humility • Appreciates that diverse perspective and roles are necessary to promote public health issues • Communicates effectively across cultures • Interprets data effectively across cultures 	

POTENTIAL INTERVIEW QUESTIONS

Interview Questions	Competencies Addressed (Public Health Competencies for Eliminating Health Inequities)	Additional Information	Specific Programmatic Area that Might Use this Question
Please share any experience you have in working with individuals from backgrounds different from yours.	<ul style="list-style-type: none"> • Personal Attributes • Cultural Competency • Humility • Community Knowledge 		Any
How do you keep up-to-date with what's going on in communities outside of your own?	<ul style="list-style-type: none"> • Personal Attributes • Cultural Competency • Humility • Community Knowledge • Community Organizing 		Any
What is your approach to enhancing your understanding of different cultures? In other words, how do you expand your knowledge of cultural diversity?	<ul style="list-style-type: none"> • Personal Attributes • Cultural Competency • Humility • Community Knowledge 	<p>Define what is meant by culture prior to asking this question.</p> <p><u>Culture</u> involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.</p> <p><u>Cultural competence</u> comprises four components: (1) Awareness of one's own cultural worldview, (2) Attitude towards cultural differences, (3) Knowledge of different cultural practices and worldviews, and (4) Cross-cultural skills.</p>	Any
<p>Have you ever participated in cultural competency training?</p> <p>Follow-up Question: If yes, can you please describe the experience and how the training impacted you?</p>	<ul style="list-style-type: none"> • Personal Attributes • Cultural Competency • Humility • Community Knowledge 	<p>Define what is meant by culture prior to asking this question.</p> <p><u>Culture</u> involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.</p> <p><u>Cultural competence</u> comprises four components: (1) Awareness of one's own cultural worldview, (2) Attitude towards cultural differences, (3) Knowledge of different cultural practices and worldviews, and (4) Cross-cultural skills.</p>	Any
How would you go about building rapport with someone who is different from you?	<ul style="list-style-type: none"> • Personal Attributes • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability 		Any

Interview Questions	Competencies Addressed (Public Health Competencies for Eliminating Health Inequities)	Additional Information	Specific Programmatic Area that Might Use this Question
Explain how diversity has played a role in your career and contributed to the professional you are today.	<ul style="list-style-type: none"> • Personal Attributes 		Any
<p>What do you see as the most challenging aspect of a diverse working environment?</p> <p>Follow-up Question: What steps have you taken to meet this challenge?</p>	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability 		Any
<p>Please describe how you function and communicate effectively and respectfully within the context of varying beliefs, behaviors, and backgrounds.</p> <p>Follow-up Question: Please give an example of when you did this or how you would approach this.</p>	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability 		Any
<p>If you are the successful candidate for this position, you would represent this Department in many of your interactions.</p> <p>What measures would you take to ensure you maintain a “presence” that is welcoming to individuals from all backgrounds?</p>	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Personal Attributes • Community Organizing • Community Knowledge 		Any
Share something you have learned about another culture through interacting with diverse clients / patients / consumers / co-workers.	<ul style="list-style-type: none"> • Cultural Competency • Humility 		Any

Interview Questions	Competencies Addressed (Public Health Competencies for Eliminating Health Inequities)	Additional Information	Specific Programmatic Area that Might Use this Question
When interacting with a person from a different culture than your own, how do you ensure that communication is effective?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Personal Attributes 	<p>Define what is meant by culture prior to asking this question.</p> <p><u>Culture</u> involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.</p> <p><u>Cultural competence</u> comprises four components: (1) Awareness of one's own cultural worldview, (2) Attitude towards cultural differences, (3) Knowledge of different cultural practices and worldviews, and (4) Cross-cultural skills.</p>	Any
How have you handled situations where a colleague or subordinate was not accepting of another's diversity? Follow-up question: What was the result?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Personal Attributes • Problem Solving Ability 		Any
What strategies have you successfully used to address diversity challenges?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability • Leadership 		Administrators Supervisors Managers
What efforts have you made, or been involved with, to foster diversity understanding and reduction of bias?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Personal Attributes • Problem Solving Ability • Community Knowledge • Understand the Social Environmental and Structural Determinants of Health 	<p>Define Bias prior to asking this question.</p> <p>A <u>bias</u> can generally be defined as prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair</p> <p>This can refer to an <u>explicit bias</u>, which can be consciously detected and reported.</p> <p>But even more often, there are situations that involve <u>implicit bias</u>, which is a thought process that occurs without introspective or conscious awareness.</p>	Administrators Supervisors Managers

Interview Questions	Competencies Addressed (Public Health Competencies for Eliminating Health Inequities)	Additional Information	Specific Programmatic Area that Might Use this Question
Please provide an example of a situation when you had to exercise your leadership skills to help resolve a conflict between two diverse colleagues or subordinates. Please outline the situation, the actions you took, and what resulted.	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability • Leadership 		Administrators Supervisors Managers
What kind of leadership efforts would you make to ensure a commitment to diversity initiatives for the Department?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Leadership • Understand the Social Environmental and Structural Determinants of Health • 		Administrators
Describe a time you negotiated a treatment plan with a client/patient/consumer in order to address his/her cultural beliefs or practices.	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability • Personal Attributes • Understand the Social Environmental and Structural Determinants of Health 	<p>Define what is meant by culture prior to asking this question.</p> <p><u>Culture</u> involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.</p> <p><u>Cultural competence</u> comprises four components: (1) Awareness of one's own cultural worldview, (2) Attitude towards cultural differences, (3) Knowledge of different cultural practices and worldviews, and (4) Cross-cultural skills.</p>	Clinical Outreach Social Workers Regulatory Staff
Do you have experience working with individuals for whom English is a second language? Follow-up Question: If yes, please tell us more about this experience.	<ul style="list-style-type: none"> • Cultural Competency • Humility • Community Knowledge 		Clinical Outreach Social Workers Regulatory Staff

Interview Questions	Competencies Addressed (Public Health Competencies for Eliminating Health Inequities)	Additional Information	Specific Programmatic Area that Might Use this Question
If you suspected a patient was experiencing challenges (not following treatment plan, missing appointments, etc.) due to cultural preferences, what steps might you take to understand their preferences?	<ul style="list-style-type: none"> • Cultural Competency • Humility • Collaborative Skills • Problem Solving Ability • Personal Attributes • Understand the Social Environmental and Structural Determinants of Health 	<p>Define what is meant by culture prior to asking this question.</p> <p><u>Culture</u> involves a number of elements, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups.</p> <p><u>Cultural competence</u> comprises four components: (1) Awareness of one's own cultural worldview, (2) Attitude towards cultural differences, (3) Knowledge of different cultural practices and worldviews, and (4) Cross-cultural skills.</p>	Clinical Regulatory Staff

Suggested Interview Scoring Matrix

Did not meet expectations - Respondent did not accurately and appropriately use the terms/concepts that the interview team identified as the desired response to this question (0 points)

Insufficiently met expectations – Respondent only used a few of the terms/concepts that the interview team identified as the desired response to this question (1 point)

Met expectations - Respondent accurately touched upon each of the terms/concepts that the interview team identified as the desired response to this question (2 points)

Exceeded expectations - Respondent thoroughly discussed each of the terms/concepts that the interview team identified as the desired response to this question, and added further elaboration around most to all of these terms/concepts (3 points)