

## TELEPHONE SCREENING PROCESS

Applicant:

Position:

Interviewers:

Date:

### Candidate Application

All Reviewers/Interview Team Members should review the applicant's Resume, CV, and other materials before the first encounter. Look for basic qualifications (Licensure/ Education) and experience specifically related to the ACCS Clinical position. Also look for specific experience in a content area if that also is a consideration (e.g., Working with SMI population, Substance Use or Addiction Treatment experience, Peer Services, Dual Diagnosis, Evidenced Based Practices (EBP), Leadership, Person-Centered, Strength-Based and Trauma Informed care service delivery, Team building, Change-Management, Diversity, Equity, Inclusion). Our primary consideration relates to the applicant's experience (and licenses/credentials or pursuit of license/credentials) in mental health, behavioral health, and addiction service delivery on the ground- in the real world, and/or the capacity to learn and apply these competencies in an equitable integrated team environment.

### Telephone Screening Interview | Guidance

- The Interviewer describes the Agency's ACCS program and explains how the program works if the person is unfamiliar with this contracted service delivery system, including a description of the Integrated Team, as well as the agency's service area. Let the candidate know that the telephone interview will take less than 30 minutes.
- Interviewer explains the position and asks questions to gain a deeper understanding of the person's qualifications.
- The Telephone Screening Questions are included on the following page.
- It is helpful to look at the Interview Rating Sheet (Appendix 2a) that asks you to rate and summarize seven core areas during/following the screening. Please note that these become part of the permanent file so professional language and rationales are important, as always.

After the telephone screening, the Interviewer should thank the applicant and offer to follow-up should they have additional questions about the position. Interviewer reminds the applicant that the telephone screening is the first step in the process. Let them know that they should hear back from you or someone from the interview team about any next steps within the next (state timeline) as to the potential for scheduling an in-person or virtual interview.

## Telephone Screening Interview | Questions:

*Select four or more questions from the list below*

1. Why are you interested in this job? What do you currently know about ACCS?
2. Do you have any experience working in community service delivery settings?
3. ACCS agency staff work and deliver services in a variety of settings in order to schedule visits that are convenient for our clients. Often visits can occur in cars or other community settings. *Are you able to fulfill this requirement of the position?*
4. Writing at the computer-often one full day a week-is required for this position. *Do you enjoy writing assessments and treatment plans?*



# Telephone Screening Interview Scoring Form

Candidate: \_\_\_\_\_

Date: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Category	1 (Weak)	2	3	4	5 (Strong)	Comments
Applicable Education						
Required Experience						
Evidence of Unteachables: Empathy-Openness <i>(Core Competencies for All ACCS Staff)</i>						
Interest in and Knowledge of Population served						
Flexibility in Service Delivery Setting						
Team-oriented. Flexibility in role. <i>Will offer team coverage and will step into other roles when needed.</i>						
Enjoys writing <i>or is open to one day a week writing at computer</i>						