

# Tips, Suggestions, and Sample Interview Questions for Hiring Your Support Broker



The first thing to keep in mind when beginning the process of selecting and hiring a new Support Broker is to adhere to the principles of the Wisconsin Fair Employment Law published below.

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## **FAIR EMPLOYMENT LAW** **Chapter 111.31 – 111.395 (1945)**

Prohibits discrimination based on race, creed, color, national origin, ancestry (1945), age (1959), sex (1961), Handicap (1965), arrest or conviction record (1977), sexual orientation, marital status (1982), and membership in the military reserve (1987). It prohibits unfair honesty testing (1980) and genetic testing (1992). It also prohibits discrimination because of filing or assisting with a Labor Standards complaint (1989), or because of use or non-use of lawful products (1992).

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### **Learning about the Support Broker's work experience and their skills and abilities.**

This section provides sample questions you can ask the Support Broker to find out how they do their job and what they know about doing their jobs. Support Brokers have many different skills and backgrounds. Just like you, Support Brokers are better at doing some things than other things. What do you want your Support Broker to help you with? Here are some questions that you can ask to learn about the Support Broker's abilities.

- 1. How long have you been a support broker?**
- 2. What experiences do you have working with people with developmental disabilities?**
- 3. Do you have experience supporting people with lives or needs similar to me? (Non-verbal, medical needs, cultural background, etc.)**
- 4. What do you see as your greatest strength as a support broker?**
- 5. Have you helped someone transition from high school into adult services? Or help someone move to a different apartment or get a new job?**

- 6. Give me an example of how you have been creative with people's individual budgets to obtain services?**
- 7. How have you been an advocate for the people you work with?**

**Learning about the Support Broker's communication and work style.**

This section provides sample questions you can ask the Support Broker on how they like to do their job. Some people like to meet face-to-face, other people want their Support Brokers to call them, other people prefer not to see their Support Broker very much. How do you want to work with your Support Broker? What role do you want your Support Broker to play? Here are some questions you can ask them to see if you and the Support Broker have similar styles.

- 1. How would you go about getting to know me and my support team?**
- 2. How do you view your role as a broker? How will you talk with other people on my support team that help me?**
- 3. What do you feel is the most important thing you do as a broker?**
- 4. What is your availability? What do I do if something comes up after working hours?**
- 5. Beyond the basic requirements, what other tasks have you performed for individuals who have hired you? Examples?**
- 6. What are some of the struggles you've had doing Support Broker work?**
- 7. How do you handle situations when people on my support team don't agree?**

## **Learning about the Support Broker's personality and the type of person they are.**

This section provides sample questions you can ask the Support Broker to learn about their personality and what kinds of interests they have. Sometimes good working relationships are made because you and your Support Broker have things in common. What kind of relationship do you want with your Support Broker? Are having similar likes and dislikes important to you? Remember, be respectful of asking personal questions to Support Brokers. Just like you, Support Brokers need to trust people before they tell you some things about themselves. Here are some questions you can ask the Support Broker to find out more about who they are.

- 1. What kinds of things do you like to do for fun?**
- 2. Do you have any pets?**
- 3. How would you describe your personality? Are you out-going and like to spend time with friends? Do you enjoy spending time by yourself?**
- 4. If you won a million dollars, what would you do? Travel? Buy something? Give it to charity?**
- 5. Why did you decide to become a Support Broker?**

Finally, the last question you might want to ask the Support Broker is if they have any questions about you. Just like you, Support Brokers like learning about the people they might be working with. Think of some things about yourself that you would like to share with the Support Broker. **Ask the Support Broker, "Would you like to know a little about me?"**

In addition to this guide, there are other Dane County resources you can look at before interviewing Support Brokers. Two books in particular that you might find helpful is The Yellow Book: Implementing Choice, 2<sup>nd</sup> Edition and Choosing The Right Support Broker: A Workbook to Help You Decide What You Want. These booklets also have samples of questions you can ask Support Brokers.