

ARIZONA DEPARTMENT OF ECONOMIC SECURITY - Rehabilitation Services Administration  
Career Exploration  
**INFORMATIONAL INTERVIEWING**

Reporting Month and Year: July 2025

Vendor Company Name: ABC Vendor Company

Vendor Representative's Name: John Coach

VR Client Name: Sally Sample

VR Counselor Name: Joe Counselor

RSA Authorization #: 010000000A1

To be completed by VR Client, with assistance as needed:

**Instructions**

*Why are Informational Interviews necessary or important?*

They are research activities through which a VR Client gathers information necessary for selecting an employment goal that is compatible with the VR Client's strengths, interests, resources, priorities, concerns, abilities, capabilities and informed choice.

*What is an Informational Interview?*

It is a learning experience through which the VR Client gathers information about the job(s) for which the VR Client is interested in doing by interviewing people who are working in that job. This experience helps the VR Client better understand the qualifications and training requirements, daily job duties, job availability, and the physical/mental demands of the job.

*Tips for completing Informational Interviews:*

- Find a person who is currently doing the job.
- Contact the person to schedule a date/time for the interview.
  - This interview can be done in person or by phone.
- Be friendly, professional, and keep the interview brief to respect the person's time.
- Introduce yourself and explain why you are calling, what you are doing, and why.
  - Example: "Hi, my name is Joe. I am trying to decide on a career and would like to learn about the journeyman level electrician's job. Would it be possible for me to take twenty (20) minutes or so of your time to ask you a few questions? I appreciate your taking the time to answer these questions."
- Write the person a thank you note as a professional courtesy.

It is preferable to do at least three (3) interviews with three (3) different people for the same vocation/career. Remember, besides helping you learn more, you are also networking and developing contacts that may be useful when you begin looking for employment.

The following is an example of an interview with basic questions to ask. If you have impairments or concerns in a specific area, consider adding additional questions of your own in that area. Ask only the questions that make sense to you.

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**Interview Information:**

Name of individual interviewed: Mable Interviewee

Telephone: 888-555-4444

Address of company: 12345 Street Ln, Phoenix, AZ

Position/Job title: Social & Human services assistants/ Case Aide

Company: State of Arizona Department of Child Safety

Date/time of interview: 07/27/25 at 12:00pm

Introduction: Hello! I am (name). I am trying to decide on a job or career for myself. I am interested in the kind of work that you do. Would it be possible for me to take twenty (20) minutes or so of your time to ask you a few questions?

1. What is your job title? Case Aide
2. How long have you been in this job? 3 years
3. What types of tasks do you do in your job? Supervise visitation meetings among clients, assist DCS Case Managers with filing, disclosures, packets, and case notes, and entering case notes into the computer-based Case Management System
4. What does your day look like? Each day is different. For example, there are days that are started with visitation meetings, and then the rest of the afternoon I am at the office inputting case notes. There are times where participation in a client hearing is required, and then I spend the rest of the day transporting children to appointments.
5. What are the physical demands of the job? For this position, you will need to be able to be sedentary for extended periods of time when completing office tasks. You may need to be able to lift about 10 to 20 pounds if needing to lift a car seat and put it into a vehicle to transport children to their appointments.
6. What are the mental demands of the job? The mental demands of this job are gaining knowledge on information regarding human and social services, following moderately complex written and oral instructions, and having the ability to organize data in a logical and coherent manner. There is a need to be able to actively listen and provide supportive attention to clients.
7. What is the ideal candidate for this type of work/job? The ideal candidate is compassionate and who wants to protect children, reunify families, and ensure there is a safe living environment and prevent unnecessary trauma.
8. What are the employer's expectations? The expectations are being able to establish and maintain interpersonal relationships, provide general clerical functions such as, data entry and filing, and have verbal and written communication. In addition, one would have to demonstrate professional behavior with clients and can multi-task. One is expected to be punctual for appointments.
9. What is the work environment like? The work environment is really family oriented. We have a great support system with our DCS Specialists and Supervisors. You will be out in the community or at a DCS office. There is a lot of travel within this position.

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10. What are the typical work hours for this job? The hours are depending on your shift, but services are provided all days of the year. For example, I work Tuesday to Saturday from 10:00 AM to 7:00 PM. We also work holidays depending on coverage.
11. What are the qualification requirements (e.g., education, training) to get into this job? The education qualification requirements are High school diploma or GED.
12. What are the skill(s) requirements to get into this job? As stated for expectations, one needs to be able to communicate both verbally and written, be able to demonstrate professional behavior with clients, and also establish and maintain interpersonal relationships.
13. What degrees, certifications or licenses are required for this job? One will need to be able to obtain a Level one Fingerprint Clearance Card – Arizona as well as acquire CPR Certification. One also needs a Valid Arizona issued driver's license.
14. What kinds of other jobs or promotional opportunities could this job lead to? There is opportunity to apply for a promotional opportunity to a DCS Specialist Trainee Position after five years of being successfully employed as a Case Aide.
15. What is the beginning salary and salary range? The beginning salary is \$17.34/hr. If a promotion of DCS Specialist is obtained after five years of being a case aide, the salary goes to \$45,136 annually.
16. What are the employee benefits (e.g., medical insurance, vacation, leave)? Sick leave, vacation with 10 paid holidays per year, health and dental insurance, retirement plan, and life insurance and long-term disability insurance.
17. Would there be any background checks required for this job? Yes, there will be a background check required.

If applicable, add questions that are unique or important to you or your disability: \_\_\_\_\_

Conclusion: May I have the names and phone numbers of two (2) other people who do this type of work with whom I might be able to speak to? Molly Specialist (888-555-4443) and Michael Case Aide (888-555-4442)

VR Client Signature: Sally Sample Date: 07/27/2025

Vendor Representative Signature: John Coach Date: 07/27/2025