

Sample Peer Counselor Interview Questions

Interviews offer a crucial chance to understand a candidate more personally and evaluate their potential compatibility with your healthcare team. In the case of a peer counselor, the focus should be on assessing their alignment with the team dynamics, confirming that they embody the essential qualities of a peer counselor, meet the definition of a peer counselor, their commitment to the role and potential for retention, and ensuring their availability aligns with the needs of the local agency. It's important not to overemphasize probing into the candidate's breastfeeding knowledge, as the primary requirement is their personal breastfeeding experience; comprehensive training on breastfeeding will be provided by Community Nutrition Services. Below, you'll find a list of recommended questions. Local agencies are encouraged to select a few that best suit their specific requirements.

Experience and Motivation:

- Can you talk about your own experience with breastfeeding?
- What was the most challenging parts about your breastfeeding experience and how did you get through it?
- What kind of help was most useful for you when you were breastfeeding?
- Can you tell us about a time when you felt good about your breastfeeding experience, something that might give hope or comfort to a new mom?
- Why did you want to become a peer counselor with the WIC Program?

Knowledge and Training:

- Why do you think breastfeeding is important for babies when they are very young?
- Have you learned anything special about helping moms breastfeed, either by yourself or from someone else?
- How does what you went through with breastfeeding help you understand what new moms need?

Counseling and Communication Skills:

- If a new mom is unsure about breastfeeding, how would you help her feel better about trying it?
- Can you share a story about a time when you had to be very gentle and understanding with someone?

Cultural Competency:

- How has the way you were brought up or your culture affected your breastfeeding experience, and how will this help you support all kinds of moms?
- How would you change the way you help each mom, based on what's special about her own breastfeeding story?

Problem-Solving:

- Can you talk about a time when you had to think outside the box to fix something? What did you do, and what happened in the end?
- What would you do if a mom wasn't taking your advice about breastfeeding?

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Teamwork and Collaboration:

- How do you see yourself being part of a team?
- Do you have a story about a time when you worked well with others on something?

Ethics and Confidentiality:

- How do you make sure you keep moms' private information safe?
- What would you do if you didn't agree with a mom's choice about breastfeeding?

Adaptability and Flexibility:

- Moms might need your help at any time. How will you organize your time so you can be there when they need you?
- How do you keep going when things get tough?

Commitment to Continuous Learning:

- How will you make sure you're always learning new things about breastfeeding and how to help moms?
- Are you interested in taking more classes or getting more training in helping moms breastfeed?

Scenario-Based Question:

- Imagine you're talking on the phone with a mom who's having a tough time with breastfeeding. She's really stressed and thinking about not doing it anymore. What would you say to make her feel better and keep trying?
- Consider a mom who's returning to work soon and is nervous about balancing her job and continuing to breastfeed. What advice would you give her to manage both?
- Imagine a mom reaches out to you, upset because her family doesn't support her choice to breastfeed. They're pressuring her to switch to formula. How would you help her handle this situation?
- Suppose you're chatting with a new mom who's feeling unsure because her baby seems to be hungry all the time, even after breastfeeding. She's worried she might not have enough milk. What would you tell her to help her feel more confident?