**Economic Services Supervisor**

**Interview Prompt**

Alamance County DSS’ Rules of Engagement are the guiding principles for all staff and holds true for our interactions with our customers, as well as staff. Provide a detailed plan on how you would apply the rules of engagement to following scenario. Please be prepared to present this plan to the interviewers. Feel free to utilize, PowerPoint, spreadsheets, or handouts.

Sharon, who has been with the agency for 2 years, has been coming in late every morning. Staff are coming to you complaining of her being late, because she is on intake and has to be skipped often because she isn’t here to be assigned the intake. You are also noticing from her second party reviews that she is making lots of errors and having cases to go overdue. Sharon’s performance appraisal is due in two months. Which rules would you apply and what would be the steps you take with Sharon?