

Steps in the Interview Process



Picking an interviewer

Since the time available for assessing potential candidates for volunteer positions is relatively short, it is important to have a person conducting the interview who is capable of making a satisfactory judgment.

Desirable abilities of the interviewer include:

- Broad knowledge of the agency and its programs
- Personal knowledge of staff and their quirks
- Ability to relate to all types of people
- Ability to talk easily with strangers
- Ability to recruit and motivate while interviewing
- Commitment to the agency and its programs
- Ability to empathize with other people
- Ability to say “no” gracefully
- Good Judgment

The Interviewing site

- Accessibility
- A friendly atmosphere
- Privacy

Pre-Interview Preparation

- ✓ A list of possible volunteer jobs with descriptions of work and qualifications required
- ✓ A list of questions to be asked in relation to each job
- ✓ An application form completed by the volunteers with background information about them and their interests
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- ✓ Information and materials on the agency and its programs

Opening the Interview

- ✓ Make the applicants feel welcome. Express appreciation for their coming to meet you
- ✓ Build rapport. Explain what you would like to accomplish and how they fit into the process. Let them know that their decision about whether volunteering with you would be suitable is the intervention of the discussion
- ✓ Give them background information about the agency and its work
- ✓ Ask them what questions they have about the agency and its purpose and programs
- ✓ Focus on their concerns and issues before concentrating on your own
- ✓ What are some skills and experiences the person has
- ✓ What are some of their values

Conducting the Interview

Exploration of the applicants interests, abilities, and personal situation. Determine why the applicants are considering volunteer and what types of work environments they prefer.

Discussion of various job possibilities, explain the purpose and work situation of the different volunteer job opportunities available and let the applicants consider them. Use this as an opportunity to let the applicants discuss how they would approach various jobs, which will tell you more about their attitudes, their intentions and their level of interest.

Discussion of your requirements, such as time commitments, training requirements, paperwork, and confidentiality rules; Let the volunteers know what will be expected of them

Closing the Interview

When the applicant is acceptable: The important thing is to be certain that the final choice is wholeheartedly the applicant's. If there is agreement, be sure the applicant knows the next step.

- ✓ Background and reference checks
- ✓ Second interview with staff
- ✓ Schedule training or orientation
- ✓ Timeframe and what is expected of volunteers at each stage.

When the applicant is unacceptable: Rejection is not easy at any time, particularly when the would-be applicant is eager to be of help. When the interviewer has reached a decision that the applicant is unqualified for the position in question or for other service in the organization, the interview should be terminated as rapidly as possible, consistent with graciousness and tact.

Note: Sometimes it may be the applicant who will verbalize his/her disinterest in the position.