

**Volunteer Applicant Interview Questions**

**Applicant Name………………………………Date………………………**

Introduce yourself, give information on advice project, give information on what’s required days//times and level of commitment required plus a description of volunteers role and work they will be doing

Applicants are required to have good enough literacy to understand complex information relating to advice work. Also computer skills ability for doing: letters, emails, internet research, agencies case recording and monitoring

**Recommend agencies test for this in some way**

1. Discussion regarding current commitments and availability. Why they are interested in project. Looking for:

* Likely to be available/committed for minimum 6 (preferably 12) months
* Available for one day per week
* Volunteering seems to fit in and not too much other work/educational commitments
* Good reasons and motivation to do volunteering

2. Discussion on abilities and/or past experience in advice and guidance or dealing with clients - looking for:

* Experience at dealing with public/people in person/phone/interview
* Helping friends or family/advocacy with advice issues/problems – personal experience with dealing housing/benefit/debt problems
* Second languages
* Written/educational and training relevant to advice

3. Discussion on personal attributes which they consider they have which would make them good advice worker. Looking for:

* Good communication and listening skills displayed at interview
* Understanding/empathy for peoples situations
* Patient/tolerant/non-judgemental/impartial
* Gaining personal rights interest in law
* liaison with other agencies, literacy, reading information

4. Discussion on advice principals. Looking for:

* Understanding of and commitment to equal opportunities, why important in advice
* Understanding of and commitment to confidentiality
* Understanding of and commitment to being non-judgmental (give an example of situation where they may be dealing with issue that they might not agree with/not feel sympathetic to – someone asking about putting their child into care)

**Thank them for coming, explain how/when they will be informed of the decision on the interview**