

# INTERVIEW GUIDE FOR PROSPECTIVE VOLUNTEERS

Name of prospective volunteer \_\_\_\_\_

Tentative Assignment \_\_\_\_\_ Team Leader \_\_\_\_\_ Date Sent to TL \_\_\_\_\_

## BE AWARE OF THE FOLLOWING:

1. Physical appearance: Grooming, unusual physical features
2. Personality: Facial expression, maturity, ability to relate to interviewer, prospective volunteer's assessment of self (active, passive, outgoing, withdrawn, self-confident, self-assertive, etc )

## GENERAL QUESTIONS: Explain you will be jotting notes on what the applicant says.

### Follow-up on answers as needed.

1. Tell me something about yourself that you'd like me to know, and how/why you ended up in this office today. \_\_\_ Friend/Relative \_\_\_ CSPD Volunteer \_\_\_ Newspaper \_\_\_ Other
2. Current Situation.
  - a. How long have you lived in the city? \_\_\_\_\_
  - b. Length of time anticipated in city \_\_\_\_\_
  - c. Do you anticipate moving within the next year? \_\_\_\_\_
2. Educational background
  - a. Reference resume if there is one \_\_\_\_\_ Resume? \_\_\_\_\_
  - b. Education status \_\_\_\_\_
  - c. Major/minor \_\_\_\_\_
  - d. Attitude toward school \_\_\_\_\_
3. Military history (if applicable) None \_\_\_ Branch \_\_\_\_\_ Active \_\_\_ # of Years \_\_\_\_\_ Honorable/Dishonorable Discharge(Circle) Apprehensions: Y/N If Y, describe, when, where, what, etc
4. Tell me about your employment history
  - a) Who were your employers?
  - b) Were you terminated (fired, or jointly released) from any job? Y/N If yes, describe when, where, why
  - c) What did you like/not like about the positions you've held?
  - d) Any career aspirations?
  - e) What skills would you like to use in a volunteer position?
5. What is your past or present community involvement?

6. What are your leisure interests?
7. What kind of interactions have you had with any with law enforcement agencies (watch for attitude toward law enforcement officers)
- Criminal record
  - What other names have you used? Maiden, previously married, during college, etc.
  - Are you currently or recently involved in court cases involving the CSPD? N/Y  
If yes, they need to wait until situation is resolved before volunteering with CSPD
  - Do you know any CSPD officers or personnel? Y/N If Y, who?
  - (For young, inexperienced) Most serious thing for which you were caught?
  - (For young, inexperienced) Most serious thing for which you were never caught?
8. Alcohol/Drug use
- Tell me about your use of alcohol. What? \_\_\_\_\_ How often? \_\_\_\_\_  
(Watch for willingness to discuss and views on usage.)
  - Tell me about your experimentation with illegal drugs Never \_\_\_ Only in high school/college \_\_\_\_\_ Other \_\_\_\_\_
    - What kinds? \_\_\_\_\_
    - When was the last time? \_\_\_\_\_
  - Has you ever been involved in sale or growing of drugs? Y/N If Y, when, what kind, how much (how many plants)?
9. Has you ever taken a polygraph? Y/N If Y, what for? \_\_\_\_\_  
\_\_\_\_\_
- Pass/Fail?
10. Have you ever been arrested, convicted, detained or questioned about any crime? Y/N If Y, explain:

### EXPLANATION OF CSPD VOLUNTEER PROGRAM

- Desire to make matches that are good for supervisor and volunteer. Dissatisfaction with position, etc., contact Volunteer Coordinator.
- 200-300 volunteers throughout the Department including special programs such as HPEU, SVAT, Chaplains, Victim Contact for Property Crimes, Victim and Witness contact for Persons Crimes, Crime Stoppers, etc., as well as support position throughout.

3. City Insurance. Up to \$250,000 to cover out of pocket expenses (co-pay, deductibles) not paid by personal medical insurance. It is not Workers Comp. (Only Chaplains and Reserves are covered by Workers Comp)
4. Time keeping: Importance, responsible to give time form monthly to Team Leader (explain use of term)
5. Recognition: April event and award system
  - a. Miniature silver badge for 100 hours of service
  - b. Certificates for 250, 500, 750, 1000, 1500 and 2000 hours
  - c. Miniature gold badge of 2500 hours
6. **Confidentiality: Stress importance:** "Names of people you know" to "facts not right in paper or TV"
7. **Responsibility for returning ID/Access card**

### **DISCUSSION AND SELECTION OF VOLUNTEER POSITION (BASED ON WHAT IS NEEDED AT THE TIME)**

1. Any health problem that would make it difficult to take position? \_\_\_\_\_
2. **Importance of maintaining contact** with Team Leader and keeping committed time  
Recognize vacations and volunteer's personal schedule.
3. No position confirmed until interview with Team Leader. Must be good match for both
5. Go over "Contract" (green form)

### **PROCEDURE AFTER INTERVIEW WITH VOLUNTEER COORDINATOR**

1. **Prospective Volunteer.** Give business card with Team Leader's name and phone number  
Ask volunteer to call Team Leader in two days and arrange interview (by phone or in person at discretion of Team Leader) Meanwhile, Volunteer Coordinator will get copy of application to supervisor

If agreement is reached following interview, Team Leader will notify Volunteer Office.

1. Arrange polygraph, if required (Drug Test arranged following polygraph if required )
2. If no polygraph is required, arrange start date (Arranged between volunteer and Team Leader)
3. Get ID card made by contacting Records Clerk 444-7447
4. Have fingerprints taken after getting ID. Main lobby 8 a.m.-12 noon and 1-5 p.m.
5. Letter sent from Volunteer Office to Team Leader with Handbook and time sheets and repeating points discussed (Except for SVAT, Chaplains, PAL)

**\*\*\*\*End of Regular Interview\*\*\*\***

### **QUESTIONS FOR INTERVIEWING PROSPECTIVE PAL VOLUNTEERS: (Note concerns)**

1. In some ways you will be perceived as a sort of friend by the client To give me a sense of this side of you, could you tell me an anecdote about friendship?

Should be casual in nature Watch for long ago story--may denote lack of current friendships, lots younger or older friend--may not be able to relate to peers, deeply dramatic or emotional story--may denote expected role as volunteer

2. Would you give me an anecdote involving a child?

Should be casual in nature Watch for need to save, rescue, over involvement, desire to effect enormous change in other's life

3 Since the task is very demanding and sometimes overwhelming, could you tell me how you tend to handle affection, discipline and setting limits? How were these things handled in your family when you were growing up?

Show how the candidate learned in childhood and how he/she incorporated and modified those lessons as an adult Is not intended to keep out people from abusive and negligent backgrounds  
Tends to show reactions in times of stress or surprise