

CAVR Employment Package Interview Questions and Guidelines

Big Picture: Questions	Basic - Volunteers can enhance an organization by:	Exceptional - Someone who...	Examples to illustrate
How do you think volunteers can enhance your organization?	<ul style="list-style-type: none"> -Providing a diverse voice from the community into the organization -Enhancing client services -Strengthening the overall team -Enhancing skills, ideas, energy, perspective 	<ul style="list-style-type: none"> -Brings a fresh vision and real enthusiasm -Has had experience with strategic planning and can plug in volunteer roles. -Has a personal philosophy of volunteerism -Is committed to professional standards 	<ul style="list-style-type: none"> -A program that the agency currently doesn't have -How volunteers have added value in an other organization
How have you incorporated volunteering into your life? How has your volunteerism benefited you?	<ul style="list-style-type: none"> -Has had a variety of experiences as a volunteer. -Can explain personal benefits of volunteering -Can articulate a personal philosophy of volunteerism. -Can explain how volunteering has benefited the community 	<ul style="list-style-type: none"> -Expresses an understanding of volunteering in its many forms both formal and informal -Encourages family and friends to incorporate volunteering in their lives -Believes that being involved in volunteering from a young age facilitates life long volunteering 	<ul style="list-style-type: none"> -Volunteered to develop/enhance a specific skill -Volunteered as a result of commitment to a cause -Volunteered to obtain experience to increase job prospects -Volunteered to obtain experience related to educational goals
Please provide an example of a situation in which you utilized standards to improve your volunteer program.	<ul style="list-style-type: none"> -Uses appropriate standards-CAVR Standards of Practice, the Canadian Code for Volunteer Involvement, National Screening Standards. -Can explain the standard and how they applied it to their program 	<ul style="list-style-type: none"> -Has used standards as an audit tool for their program. -Can give an example of program improvements brought about through application of standards. -Can give an example of how standards have been used to secure board and management support -Has shared learning with professional colleagues 	<ul style="list-style-type: none"> -Presentation to their board on the code/standards -A change in program administration to conform with a specific standard
What strategies have you utilized successfully to ensure the support by senior management and staff? Give me a specific example of a situation in which you were able to obtain the support of individuals who were initially reluctant to support	<ul style="list-style-type: none"> -Takes initiative. -Demonstrates team building Skills by involving volunteers and staff from all levels in the strategy 	<ul style="list-style-type: none"> -Has developed senior level advocates -Has a strong involvement In board development. -Knows how to mobilize community support for the program 	<ul style="list-style-type: none"> -A specific strategy that worked well -How the person has overcome staff resistance to utilizing volunteers -Specific experience developing good working relations with a union

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Program Administration: Questions	Basic – Someone who...	Exceptional- Someone who...	Examples to illustrate:
Tell us a situation in which you had a particular goal in mind and how you made it happen.	-Can provide an example of a goal and articulate the action steps they took in order to achieve the goal	-Has developed a strategic plan for their program /service -Has developed a method of tracking results. -Has developed innovative solutions to problems. -Has built in an evaluation component	-A specific goal and how it was accomplished -A Strategic Plan that was developed for the department/program
Tell me about a situation in which you were able to secure resources for your volunteer program.	-Accurately estimates resource requirements. -Identifies source of funding/support -Develops a strategy to obtain the resources necessary	-Is able to mobilize organization and community resources -Is able to develop innovative approaches to securing resources. -Develops mutually beneficial partnerships	-Convinced senior management to increase resources to the program -Secured corporate sponsorship for a component of the program -Utilized in-kind donations to enhance program
What would you see as the most important policies and procedures to have in place for the volunteer program? How would you go about introducing a new policy?	-Can describe written policies covering the volunteer management process including volunteer recruitment, screening, placement, orientation, training, evaluation, and recognition. -Indicates that the policy must be endorsed by senior management and the board	-Involved staff and volunteers in the policy development process -Provided opportunities for creating awareness of best practices and buy-in through the policy development process. -Used expert resources and national standards in the development of the policies	-Policy and procedure manual -Volunteer Handbook -Volunteer Orientation material

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<p>What elements are important to include in a record keeping system to manage a volunteer program? How would you utilize the data in your organization?</p>	<ul style="list-style-type: none"> -Volunteer Demographics -Volunteer Service records- hours and years of service -Awards given -Service to specific programs/ clients -A method that allows you to find data quickly and efficiently -Good file management system 	<ul style="list-style-type: none"> -Relates the record keeping system to the organization's mission and structure -Uses a variety of methods are to gather and track data- volunteer management data base, survey results, etc, -Includes testimonials and stories of how volunteers made a difference -Uses results for program improvements and communicates results effectively 	<ul style="list-style-type: none"> -Reports that are prepared using the data Examples of manual and electronic systems. -Examples of how the information has been used for decision making, recruitment, promotion of the program
<p>Please tell me how you have utilized computer technology to enhance a volunteer program.</p>	<ul style="list-style-type: none"> -Has a basic knowledge of computer and basic programs. -Uses of email. Is open to ongoing development of computer skills -Can conceptualize virtual volunteering roles in the organization 	<ul style="list-style-type: none"> -Advanced knowledge computer programs and applications -Knowledge of specialized programs- for example Print Shop, Excel, Publisher, Power Point. -A successful track record with virtual volunteer roles 	<ul style="list-style-type: none"> -On-line volunteer application -On-line volunteer database -On-line communication with volunteers -On-line newsletters -On-line volunteer recruitment opportunities -E-mail communication with volunteers -Interactive training tools -Virtual Volunteer Assignments
<p>Job Design: Questions</p>	<p>Basic – Someone who...</p>	<p>Exceptional: Someone who...</p>	<p>Examples to illustrate</p>
<p>Job design is becoming critical to the success of a volunteer program. Can you give us an example of a volunteer role that you developed in response to a current trend? How did the volunteer role address the client's needs and the</p>	<ul style="list-style-type: none"> -Identifies the Client's need. -Describes the key elements of a particular volunteer position (skills, knowledge, and experience, qualifications) to respond to the client's need. -Explains how the volunteer assignment met the client's need as well as the volunteer's expectation -Recognizes the need to adjust, review, evaluate throughout the process 	<ul style="list-style-type: none"> -Relates current trends to new job design (enhance flexibility, short term roles, meaningful work) -Provides career paths for volunteers seeking personal growth and development -Relates volunteer roles to other jobs and organization mission 	<ul style="list-style-type: none"> -An example of a job for episodic or short term volunteers -Adapting to mandated credit hour placements -A role that appealed to a group of baby boomers -An assignment that appealed to youth

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<p>What are some examples of the strategies you can incorporate in a volunteer role to minimizing risk?</p>	<ul style="list-style-type: none"> -Identifies in the job design stage what risks are. -Writes clear assignment descriptions outlining the volunteer role -Provides orientation and training to minimize risk (staff and volunteer department). -Uses volunteer buddy system with vulnerable clients -Maintains open communication lines between placement supervisor, volunteer administrators, and volunteers -Secures strong staff input from front line staff regarding risk management 	<ul style="list-style-type: none"> -Describes specific types of risks (property, goodwill, client and volunteer harm). -Uses of appropriate risk management strategies in relation to the risks -Has had previous experience with of risk assessments of volunteer programs 	<ul style="list-style-type: none"> -Buddy system -Volunteer Training -Waivers -Increased screening of volunteers and clients
<p>How do you keep informed about trends? How do you ensure that statistics in your organization are also kept current? What trend do you see having the biggest impact on future job design?</p>	<ul style="list-style-type: none"> -Uses a variety of sources of information including Government studies, publications, and journals of professional associations, and e-journals, specific websites. -Networks with professional colleagues -Attends ongoing professional development sessions 	<ul style="list-style-type: none"> -Has incorporated new trends into job design -Has changed how the program is managed in response to new trends. -Identifies trends with great impact on the volunteer program – short term commitments, higher expectations on the part of volunteers, fewer volunteers working more hours 	<ul style="list-style-type: none"> -Job sharing of volunteer leadership roles -Formal volunteer recognition after shorter periods of service -Grater flexibility of place and time built into volunteer roles
<p>What elements would you build into volunteer roles to encourage long term involvement?</p>	<ul style="list-style-type: none"> -Meaningful volunteer roles- opportunities to really make a difference -Opportunities for on going feedback and recognition. Communication and teamwork between staff and volunteers. -Opportunities that answer the volunteer's motivation. -Flexibility to accommodate volunteer's personal schedule. 	<ul style="list-style-type: none"> -A proven track record of building volunteer loyalty to the program/ organization -Provided a variety of opportunities to meet the variety of volunteer motivations and needs 	<ul style="list-style-type: none"> -Volunteers for credit remaining involved at the completion of their credit requirements -Volunteer training providing the impetus for on-going volunteer involvement

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Recruitment: Questions	Basic – Someone who...	Exceptional: Someone who...	Examples to illustrate
In light of current trends, what types of messages are appropriate in order to attract volunteers? Please provide an example.	<ul style="list-style-type: none"> -Messages to appeal to specific target markets <ul style="list-style-type: none"> Youth – career development Boomers- quest for significance Seniors- staying active and involved -Messages that stress flexible commitments 	<ul style="list-style-type: none"> -Messages that describe benefits to volunteers and clients -An individual who has experience in recruiting for a variety of roles and to a variety of target markets 	<ul style="list-style-type: none"> Youth – Kick start your career- Volunteer! Job- Want one? Experience - Get Some! Volunteer! Boomers – Build a legacy- Volunteer! Make a difference- Volunteer! Seniors – Stay involved! Volunteer!
What would an effective recruitment plan include?	<ul style="list-style-type: none"> -An Assessment of organizational needs -Identification of volunteer opportunities to meet needs An estimate of the number of volunteers required to fulfill needs -An analysis of the demographics of volunteers most likely to fulfill roles -An analysis of how to best reach these volunteers Specific recruitment strategies 	<ul style="list-style-type: none"> -Encourages diversity -Includes flexibility as to time and place of volunteering -Is based upon targeted recruitment strategies <i>Look for someone who...</i> -Has a proven track record recruiting for a variety of volunteer roles -Utilizes research and volunteer input to design recruitment campaigns. -Assesses the effectiveness of recruitment campaigns 	<ul style="list-style-type: none"> -A specific example of a targeted recruitment strategy that worked well -Ideas for how to market “less than desirable” roles
Tell us about your experience involving community organizations and groups in your (volunteer) program?	<ul style="list-style-type: none"> -Has experience establishing partnerships -Ensures that there is a match between the organization and the partnering organization. -Creates partnerships that are beneficial to both parties 	<ul style="list-style-type: none"> -Has experience with a variety of different types of partnership arrangements -Has negotiated formal partnership agreements 	<ul style="list-style-type: none"> -Non-profit organizations -Schools -Training programs -Government – sponsored programs -Corporations -Religious organizations

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<p>Please provide us with an example of a successful partnership that you have developed. What were some of the challenges? How did you overcome them?</p>	<ul style="list-style-type: none"> -Typical challenges <ul style="list-style-type: none"> Developing mutual trust Sharing resources Shared accountability Loss of full control -Elements of a successful partnership <ul style="list-style-type: none"> Missions of both organizations are compatible. All parties involved are committed to make it work. All parties have realistic expectations. There are clear channels for communication. The parties agree to a method for evaluation of the success of the partnership 	<ul style="list-style-type: none"> -Extensive experience with a variety of partnerships -Extensive community network and knowledge of community organizations 	<ul style="list-style-type: none"> -Non-profit groups who provide their members as volunteer for your organization -Credit programs in schools -Corporation that “Volunteers” their staff to work on a project for your organization -Service clubs and associations – e.g. Lion’s Club, Knights of Columbus, Legion
<p>Screening and Risk Management: Questions</p>	<p>Basic - Someone who</p>	<p>Exceptional – Someone who...</p>	<p>Examples to illustrate</p>
<p>Give me an example of something that would be cause for concern when reviewing a volunteer application with a volunteer?</p>	<ul style="list-style-type: none"> -Lack of experience -Large employment gap -No volunteer experience -Personal interests (odd or strange) -Refusal to allow record check or cannot provide -Lack of references or family references only -Referred to the organization by justice /mental health system -Unrealistic time commitment -Vague reason for volunteering -Inappropriate reason for volunteering -Lack of social contacts/ activities 	<ul style="list-style-type: none"> -Is aware and identifies most of the basic requirements -Has experience in screening for vulnerable clients 	<ul style="list-style-type: none"> -Applicant has very limited time or an excess of time -Vague personal agenda- unable to articulate why are they applying here and why now -Pattern of seeking involvement only with vulnerable clients -Absence of normal social activities

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<p>Please give us an example of questions you have asked an applicant who is applying for a volunteer position involving high risk? For example, children, handling cash, etc.</p> <p>The candidate should be able to communicate how they observe verbal as well as non-verbal feedback when assessing the volunteer applicant's responses</p>	<p>-Relate to the individual's interest in this particular area. e.g. Why is this important to you? What do you hope to gain from this experience? -Address previous experience What other organization have you been involved with? -Address the applicant's response to specialized screening for the position E.g. Are you willing to have a child abuse registry check? -Are behavioral questions, asking the applicant how they have handled similar situations in the past</p>	<p>-Has the experience to identify patterns of behaviour and red flags</p>	<p>-Applicants who only seek out one-to one involvement with children or vulnerable seniors -Applicants who only want cash handling roles. -Applicants who lack normal social contacts/ activities e.g. friends, hobbies, etc. -Applicants who are reluctant to provide references from specific organizations they have been involved with</p>
<p>What key legislation impacts the selection process?</p>	<p>-Understands the requirements of the legislation that impacts volunteer resources management</p>	<p>-Can explain how a piece of legislation has affected how they do business</p>	<p>-How human rights legislation affects volunteer applications and screening procedures -The responsibilities of volunteers to report suspected cases of abuse as per the Protection for Persons in Care Act -How the freedom of information and privacy legislation affects volunteer record keeping procedures. -How health information privacy legislation affects what volunteers can say about their volunteering in a healthcare capacity</p>

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<p>Tell me about the techniques you have utilized in completing reference checks?</p>	<ul style="list-style-type: none"> -Secures References-phone and written -Uses Standard Reference Form with rating system consistently -Checks dates of employment/education/other volunteer commitments for gaps/errors -Asks questions which bring out both strengths and weaknesses 	<ul style="list-style-type: none"> -Asks for permission to call other organizations they have been affiliated with. -Articulates how to handle situations where references are inconsistent -Explains the liability issues surrounding references. -Has a sound ethical basis for decision making 	<ul style="list-style-type: none"> -Provides an example of a situation where a person was not accepted as a volunteer due to a bad reference -Provides an example where a questionable applicant was not accepted due to concern for clients and the organization
<p>Matching and Placement: Questions</p>	<p>Basic – Matching with respect to...</p>	<p>Exceptional – Someone who...</p>	<p>Examples to illustrate</p>
<p>Please give me an example of how you were able to match a new volunteer with the ideal assignment?</p> <p>How did the assignment meet the volunteer's needs?</p>	<ul style="list-style-type: none"> -Interests and skills -Commitment -Availability -Interest in the job -Motivation and willingness to help 	<ul style="list-style-type: none"> -Creates a new assignment to match a skilled applicant as well as the organization's needs -Creatively uses volunteers' talents to meet the organization's needs -Addresses current trends in volunteerism and society 	<ul style="list-style-type: none"> -A friendly, outgoing individual looking to help but not wanting to work directly with residents was assigned as a friendly greeter dealing with the public -A webpage designer who designed a web page for the organization as a virtual volunteer

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<p>Tell us about an orientation program that you have developed? What would you see as the most effective approach to orientation?</p>	<p>Welcome to the organization</p> <ul style="list-style-type: none"> -Vision/Mission of the organization -Organizational Chart -Role of Board, Committees, Management, Staff, and Volunteers -Policies of the Organization -Programs and Services -Clients of the organization -Fire, safety, and emergency procedures -Accountability of volunteers- probationary period, performance management, discipline -Expectations regarding conduct and responsibility -Policies of the volunteer program -Volunteer benefits -Facility tour -Signing in/out procedures -Uniform (if applicable)/dress code -Parking and transportation -Telephone numbers of contact staff -Personal assignment description 	<ul style="list-style-type: none"> -Has experience with a variety of methods for orientating volunteers -Utilizes trained volunteers to assist with orientation of volunteers 	<ul style="list-style-type: none"> -Volunteer handbook -Individual one-on one orientations -Group orientation -Videos, computer assisted orientation
<p>This position requires the ability to design the delivery of training for others. Please share an example of your experience doing this.</p>	<ul style="list-style-type: none"> -Has delivered a basic training program using lectures and group discussions -Has negotiated on-the job training for a particular volunteer assignment -Uses buddy system to train volunteers 	<ul style="list-style-type: none"> -Experience delivering training including a variety of techniques including lecture, readings, group discussions, brainstorming, buzz groups, panel discussions, case studies, group exercises, demonstrations, simulations, coaching, observation, research papers.*from <u>Management of Volunteer Services in Canada, the Text</u> -Successfully involves staff and volunteers in the training process -Utilizes technology effectively for training 	<ul style="list-style-type: none"> -Training that he/she delivers directly e.g. wheelchair safety, operating the photocopier -Has recruited a highly skilled volunteer who works in palliative care within the community to train new volunteer visitors -Has developed tools such as training checklists to assist staff/volunteers teach a volunteer a new skill

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<p>How would you handle a situation in which a prospective volunteer had skills to offer that didn't match any existing volunteer assignment?</p>	<ul style="list-style-type: none"> -Creatively explores their ideas as to how they might contribute to the organization. -Considers the possibility of a new volunteer assignment that can utilize the volunteer's skills -Can identify other organizations that would be more appropriate, if necessary 	<ul style="list-style-type: none"> -An individual with a successful track record of creatively using a variety of volunteer skills for the benefit of the organization 	<ul style="list-style-type: none"> -A volunteer looking to share their skills in a healing touch program such as Reiki and basically starting the program -An advertising executive designing a volunteer recruitment campaign
<p>Supervision and Monitoring: Questions</p>	<p>Basic - Staff orientation/training should...</p>	<p>Exceptional - Someone who...</p>	<p>Examples to illustrate</p>
<p>How would you prepare a staff person who will be working with volunteers for the first time?</p>	<ul style="list-style-type: none"> -Explain the importance of volunteers to the organization -Explain their role with the volunteer as well as the your role -Correct common misconceptions about supervising volunteers -Review volunteer assignment description -Discuss how the volunteer will receive training and guidance -Reinforce the importance of ongoing recognition-welcome, thank you, including volunteer as part of the team -Let them know what to do if they have concerns about the volunteer's performance 	<ul style="list-style-type: none"> -Has developed a staff/volunteer relationship training program -Has developed training tools to help staff with their supervisory responsibilities -Provides recognition of staff who are excellent working with volunteers -Has changed staff attitudes towards working with volunteers -Has succeeded in having supervision of volunteers included in staff performance appraisals 	<ul style="list-style-type: none"> -New start checklist for volunteers -Workshop on staff/volunteer relations -Recognition of staff as well as volunteers
<p>This position requires you to problem solve with staff and volunteers. Please tell us about a successful experience you have had resulted in both being satisfied.</p>	<ul style="list-style-type: none"> -Understands the needs / positions of both parties -Identifies a win-win solutions which meet the needs of both -Has a strong ethical component to decision making 	<ul style="list-style-type: none"> -Incorporates values/mission of organization in problem solving method -Advocates for volunteers appropriately. -Demonstrates the ability to develop accommodations for volunteers with disabilities 	<ul style="list-style-type: none"> -Volunteer wants a job that the staff don't feel comfortable with them doing -Elderly volunteer wishes to continue in the role, staff want the person re-assigned -Volunteers from different cultural backgrounds or age groups are having difficulty working together

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Administrators of Volunteer Resources are often called upon to deal with volunteer's performance problems. What is the most difficult volunteer performance issue you have handled? How did you handle it?	<ul style="list-style-type: none"> -Clearly defined volunteer assignments and performance expectations so that the performance problems are easily defined -Understanding of progressive discipline -Respectful and sensitive approach to performance management -Strong ethical basis for decision making 	<ul style="list-style-type: none"> -Ongoing evaluation process for all volunteers -Ability to analyze the problem and find an appropriate solution -Uses appropriate of solutions to a variety of performance management problems 	<ul style="list-style-type: none"> -Volunteers overstepping roles – clarify role Inappropriate behavior- explain consequence and document -Volunteer misconduct- termination when appropriate
Evaluation: Questions	Basic – Someone who...	Exceptional- Someone who...	Examples to illustrate
What forms of evaluation have you built into your volunteer program? Tell me how you have used the information obtained through your evaluation process to improve your program?	<ul style="list-style-type: none"> -Conducts informal and formal volunteer evaluations -Uses recognized national standards to assess program quality Works with staff and volunteers to continuously improve programs -Documents the outputs of the volunteer program 	<ul style="list-style-type: none"> -Has developed a consistent formal evaluation process for all volunteers -Utilizes a variety of evaluation strategies to measure outcomes and impact of the program Involves staff and volunteers appropriately in the evaluation process -Identifies trends and appropriate modifications to the volunteer program 	<ul style="list-style-type: none"> -Organizational accreditation process -Assessing volunteer program against CAVR Standards of Practice -Assessing organizational readiness against the Canadian Code for Volunteer Involvement -Assessing the effectiveness of a particular recruitment campaign in attracting volunteers from a target group
What performance measures do you have in place for individual volunteers?	<ul style="list-style-type: none"> -Clear position descriptions used as basis of evaluation -Feedback from volunteer and staff documented in volunteer file -Timely process administered consistently 	<ul style="list-style-type: none"> -Formal evaluation program for all volunteers -Program measures not only output but outcomes of volunteer service -A variety of techniques are used for evaluation 	<ul style="list-style-type: none"> -Appraisal forms -Volunteer/staff feedback form -Exit interviews -Storytelling
Recognition: Questions	Basic – Someone who...	Exceptional – Someone who...	Examples to illustrate
Tell me about some of the different ways you recognize individual volunteers?	<ul style="list-style-type: none"> -A philosophy that recognition should be as individualized as possible -A belief that recognition is day to day and not only once a year -An awareness of a variety of recognition methods so that there is something for everyone 	<ul style="list-style-type: none"> -Ability to assess volunteers' motivation and develop an individualized recognition plan -Creative use of the organization's resources, such as staff education workshops, as a form of volunteer recognition 	<ul style="list-style-type: none"> -Specific Thank-you notes -Including a volunteer in the staff meeting -Arranging for a volunteer to attend a course -Providing a reference for the volunteer -Asking a volunteer to take on additional responsibilities

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<p>If you were planning a formal recognition event, what would be the key considerations?</p>	<ul style="list-style-type: none"> -Volunteer appeal -Budget -Ability to secure resources and support from the community -Image and perception of the organization and its stakeholders 	<ul style="list-style-type: none"> -Experience with organizing and managing different types of events to meet varying volunteer needs -Proven track record of mobilizing community resources in support of the volunteer program 	<ul style="list-style-type: none"> -Seniors events -coffee parties to meet social needs -Career workshops to assist youth utilize volunteer service to explore career choices -Teen events – barbecues, bowling parties, roller skating
<p>How should staff be involved in recognition?</p>	<ul style="list-style-type: none"> -Recognizes that part of the job is to educate staff to recognize volunteers on a day to day basis -Understands that staff who work well with volunteers or who volunteer elsewhere in the community need to be recognized -Suggests ways of involving staff in recognition 	<ul style="list-style-type: none"> -Has a proven track record involving staff in both informal and formal recognition 	<ul style="list-style-type: none"> -Specific campaign they have developed to involve staff in recognition of volunteers -A specific method they have used to recognize staff who are effective working with volunteers
<p>Share with us a creative approach for recognition that has worked for you.</p>	<ul style="list-style-type: none"> -Recognition that addresses volunteer's individual motivation/needs -Creative use of resources. 	<ul style="list-style-type: none"> -High impact/low cost activities 	<ul style="list-style-type: none"> -Educational opportunities -Special events -Media announcements
<p>Volunteer/Staff Relations: Questions</p>	<p>Basic – Look for...</p>	<p>Exceptional - Look for...</p>	<p>Examples to illustrate</p>
<p>Why might staff be resistant to volunteer involvement in their area?</p>	<ul style="list-style-type: none"> -Staff lack training regarding working with volunteers -Volunteers perceived as a threat/union issues -Bad experience in the past -Concerns about the volunteers' skills and abilities -No time to supervise/train the volunteer -Don't understand volunteerism -Fear of potential risks- e.g. confidentiality 	<ul style="list-style-type: none"> -Inspirational vision for volunteerism -Experience in addressing staff resistance effectively individually and at an organizational level 	<ul style="list-style-type: none"> -CEO leading by example Inclusion of volunteer resources in new staff training -Consultation/cross referencing of HR/Volunteer policies & procedures -Reference to professional literature and resources -Example of a success story in which they were able to gain staff support

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Volunteer/Staff Relations: Questions:	Basic – Look for...	Exceptional – Look for...	Examples to Illustrate
Please give me an example of a strategy you have used to overcome staff resistance to volunteer involvement?	<ul style="list-style-type: none"> -Develops relationships of trust with staff -Develops a basic understanding of union negotiations/agreements. -Uses/develops HR/volunteer policies -Addresses staff fears/concerns and obtains buy-in 	<ul style="list-style-type: none"> -A proven track record of securing staff support in order to expand the volunteer program. -Developed and or managed a successful volunteer program within a unionized environment 	<ul style="list-style-type: none"> -Recognizing staff for their support of volunteers -Workshops/ training for staff -Development of relevant HR/volunteer policy and procedure manuals -Building on past successes
Give me an example of an approach that you have used to strengthen team (management, staff, union, if applicable, and volunteer).	<ul style="list-style-type: none"> -Developing trust and mutual support -Providing consultation -Clearly articulating roles -Understanding and meeting needs -Establishing trustworthiness by having high ethical standards for decision making 	<ul style="list-style-type: none"> -Volunteers and volunteer services viewed as an integral part of the team. -Proven track record in securing the respect and support of the various members of the team 	<ul style="list-style-type: none"> -Consulting other members of the team when decisions affect them -Providing opportunities to interact on a social basis -Addressing the team's needs through the volunteer program -Respecting each other's roles and responsibilities -Utilizing volunteers appropriately in relation to staff

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Personal Qualities

The administration of volunteer resources requires individuals who possess personal qualities that enhance the credibility and success of the volunteer program.

What personal qualities are essential in an Administrator of Volunteer Resources?

- People orientated
- Personal commitment to volunteerism
- Good communication skills
- Confident positive leadership
- Well Balanced
- High Integrity
- Strong personal values
- Compassionate
- Civic minded
- Enthusiastic
- Creative visionary
- Warm Friendly personality
- Charismatic but authentic
- "Big picture" thinker
- Flexible
- Adaptive to ongoing change/growth

What personal qualities would create difficulty for the volunteer?

- Micro manager
- Rigid and inflexible approach
- Ineffective time manager
- Inability to multi-task
- Lack of trust in others
- Untrustworthy
- Lack of commitment to the cause
- Lack of sincerity
- Not willing to keep current and adapt to change

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Personal Power as a Professional

What is your biggest challenge in gaining personal credibility or credibility for your program?

My personal action plan to meet this challenge.