



Special Olympics
Volunteer Management Series

SPECIAL OLYMPICS VOLUNTEER MANAGEMENT SERIES

SCREENING & INTERVIEWING



Special Olympics
Volunteer Management Series

Opening Exercise

What are the skills and qualities
of a good interviewer?



Learning Objectives: Interviewing

- Discuss the purposes of interviewing prospective volunteers
- Review Four Key Steps in interviewing
- Design relevant interview questions and review role of listening
- Propose options for handling problem situations during interviews
- *Optional: Review policies and procedures for initiating Criminal Background Checks*



Key Concepts of Interviewing

1. The primary purpose of interviewing volunteers is to:
 - ⇒ Determine a mutual fit between the candidate and the Program
 - ⇒ Screen for risks to the volunteer, the Program, and the athletes if the prospective volunteer is chosen.
2. There are Four Key Steps in the interview process: Preparation, Opening/greeting, Body, and Closing.



Key Concepts of Interviewing (continued)

3. Two essential skills in interviewing are:
 - Designing and asking questions based on an analysis of the position and required qualifications;
 - Reflective listening which assures that both individuals are hearing and understanding.
4. It is important to prepare for potential problems that might present themselves during the interview.



KEY Concept #1

1. The primary purpose of interviewing volunteers is to:

- ⇒ Determine a mutual fit between the candidate and the Program
- ⇒ Screen for risks to the volunteer, the Program, and the athletes if the prospective volunteer is chosen.



Importance of Screening Through Interviewing

- Athlete Safety
- Staff and volunteer morale
- Special Olympics reputation



KEY CONCEPT #2

There are Four Key Steps in the Interview Process:

- Preparation
- Opening/greeting
- Body
- Closing



Preparation

- Review all information about the applicant.
- Review pertinent information about previous work or volunteer experience.
- Use prepared questions to screen for suitability for the volunteer position.
- List the objectives you hope to accomplish through the interview.
- Schedule adequate time and arrange for a private, comfortable place to interview
- Cast aside all distractions!!!



Opening/Greeting

- Put applicant at ease, establish a rapport.
- Clarify purpose of interview – to determine if there is a “mutual fit.”
- Establish appropriate time frame for interview.



Three Basic Sections of an Effective Interview

- (1) Interviewer provides general information about Special Olympics, if the applicant is unfamiliar with the movement.
- (2) Applicant shares information about him/herself in response to thoughtful questioning.
- (3) Interviewer shares information on appropriate volunteer opportunities.



Closing an Interview

- Review and summarize interview
- Discuss next steps:
 - If mutual acceptance - discuss how volunteer can become active
 - If no match... encourage honest sharing & refer person to other agencies utilizing volunteers
- Express appreciation for his/her time



KEY CONCEPT # 3

Two essential skills in interviewing are:

- (1) Designing and **asking questions** based on an analysis of the position and required qualifications; and
- (2) **Reflective listening** which assures that both individuals are hearing and understanding.



Designing Interview Questions

- Volunteer job requirements
- Desired characteristics of a volunteer
- Questions to elicit the volunteer's qualifications and motivation
- The three most important questions for the specific job description



Special Olympics
Volunteer Management Series

Listening

Why is it so difficult to listen?



Skills of a Good Listener

- Listens to understand what is meant - not to get ready to reply, contradict, or refute.
- Listens to what is being said, but also pays attention to the tone of voice, the facial expressions, and overall behavior of the speaker.
- Observes speaker but is careful not to infer too quickly.
- Puts aside own views and opinions – One cannot listen to him/herself inwardly and at the same time listen outwardly to the speaker.



Skills of a Good Listener (continued)

- Does not prepare to answer while listening.
- Shows interest and alertness. This stimulates the speaker and improves performance.
- Does not interrupt. Asks questions in order to secure more information, not to trap the speaker or force him/her into a corner.
- Uses the technique of linking to build on what the interviewee has already said. This indicates to the interviewee that you are listening



Key Concept #4

It is important to prepare for potential problems that might present themselves during the interview.



Potential Problems

- Very shy
- Unmotivated
- Attitude Problem
- Put off by having to “interview” for a volunteer position
- Wants position, not qualified
- Over confident
- Worried about working with people who have mental retardation
- Sympathetic verses empathetic



The Applicant Review Process

- Review the written application carefully.
- Call the references and keep a record of the reference contact and any pertinent information.
- Initiate a background check if necessary (and if allowed by the laws in your state, country or province)



Initiating a Criminal Background Check (Mandatory in US Programs only)

Initiate a criminal background check if:

- One is required by the State
- It is required by the Program screening policy
- More information about the individual's background is needed

This document was created with Win2PDF available at <http://www.daneprairie.com>.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.