**Everything you need to attract, manage and retain volunteers**
Our Volunteer Management Toolkit is free and available to any group or organisation working with volunteers.
You can find it at vcsutton.org.uk/organisations/volunteer-management-resources

**Volunteer Management Toolkit: Recruitment and Selection**
**Volunteer Interview Guidance**
**Updated 12.3.2021**

Unlike a job interview, a volunteer interview is as much about the potential volunteer choosing your organisation as it is about you choosing the volunteer. The interview should follow a structured and organised, but informal format that allows the volunteer time to ask any questions and decide if they would like to volunteer with your organisation. Always ensure that your volunteer interviews, follow the procedures outlined your organisations policies and procedures.

**Volunteer Interview Checklist**

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|---|---|
| **Prior to the interview** | • Decide if the interview will be an informal chat or structured discussion where a scoring method will be needed.<br>• Select interview questions that reflect the tasks outlined in your role description and are applicable to the position.<br>• Confirm who will welcome the applicant, introduce the interview panel, and lead on each question.<br>• Find a private space to hold the interview and if the interview takes place in-person, ensure your colleague on reception knows when to expect them.<br>• Send the interview invitation and a copy of your organisation's Equality and Diversity policies and statements to the applicant. Don't forget to ask them if they require any adjustments in order to attend an interview.<br>• If it is useful, have a copy of the role description with you during the interview and print off any relevant paperwork. |
| **On the day** | • Greet the applicant, offer a warm welcome and check that your body language is approachable. Always thank the applicant for applying for the role and attending the meeting.<br>• Explain to them that you will be taking notes and that they will have time to ask any questions at the end.<br>• Make time to tell them about your organisation, the role itself, induction, training and resources provided.<br>• Ask the interview questions previously agreed with your team.<br>• Ask if any additional support would be needed for them to complete the volunteer role, so that you can make any appropriate arrangements.<br>• Allow time for them to ask questions at the end and let them know when they can expect to hear from you. |
| **Post Interview** | • Confirm what has been agreed and what will happen next.<br>• After thanking the applicant for their time and answering any questions, the interview panel will need to combine the scores awarded across the board and reach a consensus about whether to accept or decline the prospective volunteer. |

**Considerations regarding accessibility**

- Is there an accessible toilet?
- Where is the nearest disabled car parking?
- Will documents need to be in large print? If so, what font size will be required?
- Will an induction loop system be required?
- Will work surfaces and chairs need to be adjustable?
- Can you provide ramp access for wheelchair accessibility?
- IT screen – Will magnification be required?
- Have you asked if the volunteer would prefer for their support worker or family member to attend the meeting?
- Will you need to request an interpreter or British Sign Language (BSL) interpreter?

**General Considerations**

- Always focus on ABILITY rather than disability.
- Where possible, sit facing the interviewee, even if they are accompanied by an interpreter.
- Try not use jargon, acronyms and explain relevant terminology.
- Make sure that you do not speak too quickly or sound patronizing.
- If possible, offer prospective volunteers a glass of water.
- If you are declining a potential volunteer for a particular voluntary role, please make sure that they receive a formal communication informing them of your decision, and where possible, give a reason or offer them the opportunity to contact you to find out the reason/s for the decision.
- Be aware and adhere to your organisation's Equal Opportunities and Diversity, Recruitment and Selection and Volunteer Policy throughout the process.

**Interview Script Examples**

**Welcome**

*"Thank you for coming today and for your interest in volunteering for (insert organisation). This interview is to get an understanding of your interests, strengths and skills that are relevant for the (insert title) volunteer role. It is also to give you a chance to ask any questions that you might have about our organisation or the role. In the interview today we have, (introduce interview panel).*

*"During the interview we will ask you questions about your previous experience and situations you have been in as a way to highlight your skills and understand how your skills match the tasks associated with the (insert title) volunteer role. Please feel free to take your time and you can ask us for clarification at any point. We will also be taking notes to make sure that you capture all of your experience. Do you have any questions on the process?".*

**Thank You**

*"Thank you so much for attending the interview and it was pleasure to meet you. We shall be in touch within the next (insert timeframe) and let you know if you have been successful.*

**We hope that you have found this helpful. If you would like any further information on the guidance provided or would like to make a suggestion on a resource that could be added to our Volunteer Management Toolkit, we would love to hear from you.**

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