

## SCREENING & INTERVIEWING PROTOCOL

**Volunteer Position Title:** County Program Development Team Member

---

- **INTERVIEW LOGISTICS**
  - **APPROPRIATE INTERVIEWER**
    - **BEGINNER LEVEL CLUB**
      - If interviewing Lead Volunteer Position/Committee Chair – County Agent
      - If not interviewing for Lead Volunteer Position/Committee Chair – County Agent and Lead Volunteer should be present
    - **WELL ESTABLISHED CLUB**
      - Lead Volunteer/Committee Chair and/or County Agent if appropriate
  - **INTERVIEW LOCATION**
    - Ensure the interview location is
      - Accessible
      - Inviting
      - Private
    - County Office – conference room can be reserved or a more informal interview process can take place in the County Agent's personal office (if not shared)
  - **MATERIALS NEEDED**
    - The following items should be prepared and ready before the interview:
      - A complete, accurate Position Description that is specialized to the role the volunteer will have on the Committee
        - A Base Position Descriptions can be found on <http://georgia4h.org/military/volunteer.html> and modified to include more details specific to

[georgia4h.org](http://georgia4h.org)

your county and the potential role

- A list of questions to be asked in relation to the role the volunteer will have on the committee
- The potential volunteer should complete the 4-H Volunteer Interest Survey prior to the interview time and date.
  - [www.ugeorgia.qualtrics.com/jfe/form/SV\\_6DaPFCeEZMuLV3f](http://www.ugeorgia.qualtrics.com/jfe/form/SV_6DaPFCeEZMuLV3f)
  - This survey is used to assess interest and motivations while ensuring that the volunteer is suitable to serve in building the capacity of youth development programming in your community.
- **OPENING THE INTERVIEW**
  - **INFORMATION TO COMMUNICATE**
    - Be sure to explain to the potential volunteer that they should feel free to ask questions and express concerns at any point during the discussion.
    - Cover the basics and highlights of 4-H
      - We combine federal, state, and local expertise and resources
      - We are a part of the largest youth development program in the country
      - We create research backed, hands-on learning environments
      - Mission & Essential Elements
        - Mastery
        - Belonging
        - Generosity
        - Independence
    - Stress the importance of our reliance on volunteers and sincerely express appreciation to the potential volunteer for their time commitment and interest in our program.
  - **WELCOME AND INTRODUCTIONS**
    - **OBJECTIVES**
      - Build rapport with the potential volunteer
        - **SAMPLE QUESTIONS**
          - Who are you?
          - Where do you work?

[georgia4h.org](http://georgia4h.org)

- What is your connection with the military/military youth?
  - Tell me one thing about yourself.
  - What is one expectation you have for this interview?
- Uncover motivations of the potential volunteer & determine best fit
  - **SAMPLE QUESTIONS**
    - Do you have previous volunteer experience with Georgia 4-H?
      - If so, what county/capacity?
        - Tell me about your role there including specific projects/tasks you completed and your level of responsibility.
      - If not, what drew you to 4-H?
    - How many times per month are you interested in volunteering?
    - Use the areas of interest below as an outline of the types of volunteer opportunities. Never limit the potential volunteer to the role you have in mind, or even the role they are interviewing for.
      - Ask: Which of the following areas are you most interested in serving concerning military youth?
      - Gauge their response to ensure volunteer needs and motivations will be met by their role
      - Areas of interest:
        - Mentor a student
        - Lead a special interest club
        - Chaperone at camp/conferences
        - Assist with special events
        - Assist with administrative needs in the county
        - Engage in Volunteer Development projects

[georgia4h.org](http://georgia4h.org)

- Determine skills / work habits
  - Discuss previous work experience that relates to the areas of interest listed directly above
    - Ask how they would handle roles in these areas to better assess attitudes, interest, and intentions
  - Discuss preferred & un-preferred work environments
  - Sample Questions
    - What skills do you see yourself contributing to 4-H?
    - What type of training have you had at previous professional/volunteer roles?
    - How do you deal with situations that do not go as planned?
- **CONDUCTING THE INTERVIEW**
  - **KEY QUALITIES TO LOOK & LISTEN FOR**
    - Leadership
    - Enthusiasm
    - Autonomy
    - Maturing
    - Flexibility
    - Team-player
    - Prior knowledge of military culture and lifestyle
    - Experience working with youth in an educational setting
  - **SAMPLE QUESTIONS TO ASSESS SKILLS**
    - What skills do you see yourself contributing in this role?
    - What type of training have you had at other professional/volunteer roles?
    - How do you deal with situations that do not go as planned?
  - **ROLE-PLAY SCENARIO**
    - Introduce a complex question with no “right answer” to assess the character and abilities of the potential volunteer
    - Use the sample situation below, or build from a problem you have experienced when dealing with this volunteer role in the past
    - **DESCRIPTION OF THE SITUATION**

- You are a Houston County 4-H Military Programs Team Member. You have been serving on the council for two months and you are about to attend your first meeting. A close friend, and fellow member of the council, calls you two hours before the meeting is scheduled to start. He tells you he just found out that his wife has cheated on him, and he is freaking out. He tells you he really needs to calm his nerves and asks you to meet him for a drink before the meeting starts. What do you say to him and how to you handle this situation?
- **INSTRUCTIONS FOR INTERVIEWER**
  - Once you have posed this situation to the potential volunteer, give them a few minutes to formulate their response
  - Turn the above complex question into a role-play situation by saying, “Why don’t we just pretend you are actually dealing with this situation. I’ll be the close friend, and you can just talk to me as if the situation has actually just occurred.”
- **PROBING QUESTIONS**
  - Propose 3 additional “What If” alternatives to ask once the potential volunteer has worked through the original scenario
    - Sample “What If” Questions
      - What if it is your sibling/significant other who is on the other end of the phone?
      - What if you were already at a restaurant that served drinks when this situation occurred?
      - What if the close friend confides in you that they are mentally unstable and unsure what they will do if you can’t meet with them?
- **SCREENING PROTOCOL**
  - Necessary background and screening checks
    - Completed UGA Screening Application
    - Signed UGA Volunteer Agreement
    - Contact information for three personal references
    - Completed Motor Vehicles Check Application

[georgia4h.org](http://georgia4h.org)

- What to ask
  - Have you previously completed the Georgia 4-H Volunteer Screening and Risk Management Training?
    - If so, when was the last time you volunteered with Georgia 4-H?
      - If it has been over one year since they last volunteered, they will need to restart the background check process
        - Contact must be kept every six months to avoid this
- **CLOSING THE INTERVIEW**
  - **CHECKLIST**
    - Check for understanding
      - Make sure the potential volunteer understands the 4-H Code of Conduct and UGA Volunteer Agreement well
    - Ask if the potential volunteer has any questions or comments
    - Orient the potential volunteer with your office
    - Make sure the potential volunteer has a realistic outlook of the time commitment and work load associated with their role
    - Make sure the potential volunteer has up-to-date contact information for you and other applicable resources
  - **NEXT STEPS & TIMELINE**
    - Interview go great? What other additional information will you need once the volunteer leaves to move forward in the orientation process?
    - Make an offer to the potential volunteer for a position you believe is in line with their interests and motivations, or give them a timeframe in which a position meeting their interests and motivations will be available.
    - Provide the potential volunteer with a realistic timeframe in which you will contact them and make sure they are comfortable with the next steps moving forward
      - Put this deadline on your calendar and **MAKE SURE** you contact them in an appropriate amount of time
      - Inform the potential volunteer that you may reach back out to them before the screening process is complete