**Creating a Welcoming Interview Process**

Volunteer interviews are a key tool in recruiting and retaining suitable volunteers for your organisation. This doesn’t have to be a formal as this can be off putting to potential volunteers. You may wish to invite potential volunteers in for a chat, however following a structure can be helpful for volunteer managers and makes it a fair and consistent process.

**Before the interview**

* Ensure you are fully prepared. Firstly find out if the person attending has any support needs or accessibility requirements
* Make a list of questions to ask all candidates – this makes for a clear and fair process.
* Have any other relevant paperwork to hand – such as volunteer application form and the role description.
* Ensure you have a quiet room to meet and are not disturbed.
* Set aside enough time.

**During the interview**

Make the volunteer feel at ease – offer a drink.

Remind them the purpose of the meeting/ interview/ chat and the format around asking questions. Reassure them that everything you discuss will remain confidential.

Keep in mind that this is an informal interview, the purpose being a two way process: firstly that you find out enough to decide to take the volunteer on and secondly that the volunteer can decide if they want to volunteer with you.

You may want to talk about:

* The aims of the organisation and the service users/clients
* The role of volunteers in the organisation
* The volunteer role – including days/ times required.
* Training and support offered
* Expectations of volunteers – including any relevant policies.
* If there is a trial/ settling in period (good practice)
* Whether a Disclosure and Barring Service (DBS) check is required and the process for this.

**Suggested questions:**

* Why they want to volunteer?
* What attracted them to your organisation?
* What relevant skills and experience they have?
* What time/days are they available?
* Confirm names of potential referees
* Confirm that you both wish to proceed further

If there is anything at this point that you are unsure about or wish to consult with other staff/ trustees it may be necessary to explain that you will be in touch before making any commitment.

If you both wish to proceed you should:

* Check that there are any further questions
* Agree what will happen next and when you will be in touch

**After the interview**

Make sure you follow up on any of the agreed actions from the interview. If you don’t think they are suitable or you can’t recruit straight away (for example you need to complete the DBS check) ensure that you follow up with the volunteer and explain. This ensures that the volunteer is aware of what is happening and if not suitable they can continue to search for a more suitable role.

If you choose to recruit them then follow up on references and invite them to induction or training or a volunteer’s meeting so they immediately feel welcome and part of your organisation.