

VRC Staff Tasks – Interviewers

(Station #2 Interviews)

Your job is to do a quick interview of the prospective volunteer and refer him/her to a job at an agency appropriate to his abilities and interests. Requests for volunteers will be posted on a board in front of you (behind the volunteers being interviewed) and will be erased as the needs are filled. If the VRC has a computer system, you might also receive a printed list of the current needs.

When a new volunteer approaches, ask for his/her registration form. With the volunteer, verify its completeness and accuracy, and use it as a guide from which to inquire more about the volunteer's skills. At the conclusion of the interview, keep his registration form. When the volunteer accepts an assignment, complete a Referral form, filling in all information requested, sign or initial it and give it to the volunteer and instruct him to report to Data Coordination (Station #3).

Before you **signal the Greeter that you are ready for another interview**, take a minute to jot down in the "Notes" section anything about the volunteer you feel is important and that the volunteer did not include on his registration form (a special skill, an obvious physical limitation, etc.) If your center decides to use the blind field labeled "Office Use Only*," check the appropriate box. Place his registration form in the file.

Key points to remember are:

- **Disaster registration differs from a "normal" volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.**
- Refer the volunteer on the spot if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- Be sure to watch for volunteers who would work well in the Volunteer Reception Center. (It may seem self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)

- It is likely that some volunteers will exhibit the stress of the disaster – they may be survivors themselves. An extra measure of patience and understanding is needed.
- **You may be called upon to train new volunteers to assist with the interviewing.**

The VRC Director should determine appropriate use of the “Office Use Only” field. It is intended to provide a customizable “blind” field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded: **1. Learns quickly, able to supervise the activities of others; **2.** Would work well independently, good decision making skills; **3.** Needs some supervision and assistance with decision making; **4.** Needs close or constant supervision; and **5.** Has a mental, physical or emotional limitation to consider in making a referral.*

Items needed:

An ID badge for each interviewer
 2-3 tables and 8-12 chairs (see floor plan)
 Sign (Station #2 Interviews)
 Supply of Referral forms
 Flag or hat to summon runners
 Pens
 File for maintaining Volunteer Registration Forms in alphabetical order

