QUEBEC ANGLOPHONE
HERITAGE NETWORK
QAHN

RÉSEAU DU PATRIMOINE
ANGLOPHONE DU QUÉBEC
RPAQ

STEP 5 WORKSHEET: SCREENING TO ORIENTATION

1. Screening

The 10 Steps of Screening give clear guidelines for developing screening policies. These policies show an organization's commitment to safe and meaningful volunteer engagement:

1. **Assessment**: Identify and assess the risks and essential components of each program and related positions.

2. **Position**: Write meaningful, complete and accurate position descriptions.

3. **Recruitment**: Develop fair and consistent selection systems and include key information about the organization and position in the promotional materials

4. **Application Forms**: Request standard information about the applicant and specific information related to the position.

5. **Interview**: Develop specific questions and a consistent interview format for each position, with accurate and objective written records.

6. **References**: Check references in accordance with pre-determined position requirements and comply with legislation.

7. **Police Checks**: Assess the risks associated with the position to determine whether or not a Police Check is required. Review information from a Police Check report as it relates to the requirements of the volunteer assignment. Request a Vulnerable Sector Check, when appropriate, and in accordance with relevant legislation.

8. **Orientation and Training**: Provide clear information about the mission, values and policies of the organization and the specific tasks, procedures and scope of the position.

9. **Support and Supervision**: Provide appropriate support and supervision and offer volunteers the ability to give and receive feedback.

10. **Follow-up and Feedback**: Proactively seek feedback from program participants, clients, patients and family members.

This might seem like a lot but if you've been working through this Guide, you will have completed steps 2, 3 and 4 already!

(**Sources**: 10 Steps of Screening https://volunteer.ca/content/10-steps-screening and 2012 edition
The Screening Handbook https://volunteer.ca/content/2012-screening-handbook)

2. Interviewing

Sample Volunteer Interview Questions

General Questions
Why do you want to be a volunteer in our organization?
Tell me about your current and past volunteer experiences.
What have you enjoyed most about previous volunteer positions?
What kind of a work environment do you thrive in?
Tell me about your work history.
How much time would you like to volunteer?
What are your expectations for this volunteer position?

Leadership Skills
What skills and qualifications do you have that will help you in this position?
Describe a leadership role you have held. What made that role challenging?
What kind of rewards do you need to stay motivated?
How do you like to be recognized?

Human Relations Skills
What kind of people do you most enjoy working with?
Describe a time when you've been involved in a conflict with another individual or group.
How did you handle the situation?
What did you learn from working with people different from yourself? (i.e. different ages, racial/ethnic backgrounds, developmentally disabled, socio-economic backgrounds, etc.)

Organizational Skills
Describe a typical day for yourself.
Describe a particularly busy day.
What record keeping experience have you had?

Adaptability
Describe a situation in which you did not get your way or when you did not agree with a decision made. How did you handle it? What was your reaction?
Describe a particularly stressful situation in which you have been involved. How did you handle this? What made it stressful?

Dependability
Describe a project for which you had total responsibility from the beginning to the end.
How do you handle a situation when you know you are unable to meet a commitment?
Do you have available transportation if needed?

Communication
How comfortable do you feel speaking in front of a group?
What, in your opinion, makes a good listener?

Letter of Agreement
Between [Your Organization] and
[Name of Volunteer]

[Date:]

This document constitutes an agreement between [Your Organization] and [Name of Volunteer] for the services described in the deliverables section. The terms and conditions as set out herein are not subject to any other written or verbal condition, qualification or agreement.

Term:

The term of the agreement shall be from [project start date] to [project end date] for an estimated [number] hours of work, executed in person, via telephonic and electronic consultations and independently. The end date of the agreement is subject to flexibility, with two weeks' notice.

Talent Deliverables:

[Name of Volunteer] will be responsible to [Your Organization] for deliverables as outlined originally in the Position Description or Terms of Reference. These deliverables include:
- *Include the deliverables from the original position description.*
- *Be very specific about the tangible outputs you expect and list them individually.*
- *What other specific tasks with deadlines are there that may not be in the project plan? Program or organization documents to review for background? Meetings to attend? Reporting requirements? Specifics give volunteers clarity to be successful in their role.*

[Your Organization] Deliverables:

[Your Organization] will be responsible to [Name of Volunteer] for deliverables as outlined in the Terms of Reference and as required to enable the project's activities. Additionally, [Your Organization] will provide:
- A primary contact: [Name of Staff person and Position]
- Timely response to questions and requests and access to appropriate information
- Feedback on performance and deliverables
- Awareness of [Name of Volunteer's] learning objectives and efforts to meet them
- [Add any other specific deliverables you have agreed to such as a training session]

Reporting:

[Name of Volunteer] is accountable to [Name of Staff person and Position].

What will you receive?

By collaborating with [Your Organization] you have the:
- Opportunity to invest in your community
- Opportunity to learn governance and not-for-profit management
- Opportunity to expand your networks and connections in the community

- Opportunity to move the organization forward

Compensation:
Upon completion of the agreed deliverables and at your request, [Your Organization] will provide a reference or letter of recommendation based on the work completed. [Add in any further agreements you have made i.e, reference letter, free workshop, networking opps, etc.]

Expenses:
[Your Organization] will pay reasonable expenses, upon submission of receipts and with the prior approval of the [Name of Staff person and Position].

Liability/Insurance:
[Your Organization] will be responsible for all insurance and liability coverage required.

Ownership:
The copyright of any reports/products developed for [Your Organization] relating to the deliverables during this agreement will belong to [Your Organization] exclusively.

Confidentiality:
It is expected that [Name of Volunteer] will not divulge any confidential information concerning [Your Organization] or its dealings with individuals or organizations. [Name of Volunteer] will review and abide by the Privacy Policy Statement and Confidentiality agreements.

Termination:
This agreement may be terminated with [days/weeks/months] written notice, by either party. In the case of early termination, [Your Organization] will provide [Name of Volunteer] with appropriate feedback on the quality of performance to date.

This agreement carries no commitment concerning the continuation of services beyond the specified term.

_____   _____
[Name of Signing Authority and Position]   [Name of volunteer]

_____
[Your Organization]

Date:_____   Date: _____

4. Volunteer Handbook Checklist

☐ **Purpose, vision and values**

Your organization's purpose (or mission), vision and values statements and your volunteer program purpose statement will help new volunteers gain a better understanding of the goals and purpose of your organization and how their contribution will make a difference.

☐ **History of the organization**

Knowing the history of your organization can help volunteers understand the context of the work they will be doing, the importance of your organization in the community you serve and the impact your organization has had over the years.

☐ **Structure of the Organization**

Information about the structure of your organization can help volunteers understand where their role and the program fit into the bigger picture. It will help them understand the reporting structure of the organization and who else is involved in the programs they contribute to.

☐ **Programs and Volunteer Roles**

Information about your organization's current programs, and the volunteer roles within those programs can help volunteers identify the roles that world be a good fit for them. It also provides them with the big picture and specific information they need to accurately represent your organization in the community.

☐ **Policies and Procedures**

Policies and procedures relevant to volunteer involvement in your organization can be included in the handbook or at least referenced so the volunteer can find them if needed. This will help volunteers understand both their rights and responsibilities as a volunteer.

☐ **Volunteer Code of Conduct**

Including the code of conduct in your handbook will help volunteers understand what behavior is expected of them and what the consequences are if they don't meet those expectations.

☐ **Contact information**

Including the name and contact information of the people who supervise and support volunteers will help them feel supported by the organization and will make volunteer involvement run more smoothly.

(**Source:** Volunteer Toronto, *Planning, Recruiting & Selecting Resource Guide & Workbook*, http://www.volunteertoronto.ca/?page=ManagementResources free registration required)