**Potential Volunteer Phone Screening Checklist**

# Potential Volunteer Information

Applicant Name

Email

Phone

Programs Interested In

Screening Date

|  |
| --- |
| \*\*\*\*\* **NEEDS TO BE VERIFIED/DETERMINED BEFORE ONBOARDING** \*\*\*\*\* |
|  | **Done (Y/N)** | **Needs determined** |
| Program leader needs |  |  |
| Grant needs |  |  |
| Geographic needs |  |  |
| Identify what upcoming training would be a good fit |  |
| Identify who will pay for this leader training |  |
| Identify a workshop to schedule this candidate into once training has been completed: |
| This candidate can facilitate the following area of the County: |

**Partners in Care Foundation Background**

Partners in Care Foundation is a non-profit organization that has 20 years of experience delivering programs and services that protect and support adults with complex health and social service needs, frail elders, people with disabilities, caregivers and families. The organization’s mission is to shape the evolving health system by developing and spreading high value models of community-based care and self- management. Our department, Health Self-Management Services, focuses on delivering evidence-based programs throughout the County of Los Angeles. Our workshops are designed to help participants develop the skills and confidence they need to manage their chronic conditions, maintain independence, prevent falls and make a genuine difference in their life.

Any questions so far?

# Opportunity Details

* Purpose

Partners has been recognized as a national leader in the implementation and spread of evidence-based health self-management education at the national, state and local level. We wouldn’t be able to do this if it weren’t for our volunteers.

* Volunteer Job Description

It is essential that volunteers leading these programs have a clear understanding of the framework for development, and ensure the program's content and fidelity will be consistent in all settings. Volunteer Leaders play an important role in upholding the quality of evidence-based programing and offering workshops in line with the program standards. A leader’s words and actions must adhere to the program scripts and fidelity, so we can ensure the safety, quality, and proven benefits of the program for all participants. Leaders serve as facilitators rather than lecturers. Facilitators focus on process – helping create a sense of connection among group members and leaders to create a safe and optimum environment of mutual learning and support. Leaders are expected to respect other people’s time by arriving 15-30 minutes early and organizing themselves. They always start and end the workshops on time and model the behavior that they want to see in the participants.

* Commitment

Because we invest a lot of time and resources in our Volunteer, we ask that each volunteer makes a commitment of, between 4-6 hours a week for six to ten weeks and facilitate a minimum of three workshops per year for at least one year. The one-year commitment begins when the training program ends. Workshops take place Monday through Friday from 8:00a – 5:00p.

**\*Clarify exact commitment based on program interests/needs\***

Does this sound like it would work for you?

* Support

Discuss coordinator availability:

In office typically from 8a - 4p; Available to reach by cell phone and text from 8a - 4p; If the situation is URGENT please text (response time 2 hrs or less)

Kinds of support and assistance to expect:

Workshop implementation questions (i.e. site, materials, co-leader, parking); Workshop facilitation questions; Leader training questions; Evidence-based program questions

**Potential Volunteer Application Verification**

*I'd like to see if you have any questions, or want to back out before we move on with the screening questions?* *Now we’d like to ask you a few questions regarding your experiences and expectations to see if we’d be a good fit.*

Verify the following information:

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
| City: |  |
| Zip: |  |
| Email Address: |  |
| Phone Number: |  |

Are you fluent (reading, writing and speaking) in any of the following languages?

* English
* Spanish
* Chinese (Mandarin)
* Korean
* Russian
* Japanese
* Other (Please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please indicate availability: Primary method of transportation:

|  |  |  |  |
| --- | --- | --- | --- |
| **Day of Week** | **Time** |  |  |
| Monday |  |  |  |
| Tuesday |  |  |  |
| Wednesday |  |  | Willingness to Travel: |
| Thursday |  |  |  |
| Friday |  |  |  |

|  |  |  |
| --- | --- | --- |
| Clarify with candidate that background check must be successfully completed to start onboarding process. | Y | N |

# Interview Questions

Each workshop requires an average of 3-5 hours of your time per week. How many workshops, per week, can you commit to facilitating?

Please share with us, what evidence-based program(s) are you most interested in?

Why are you interested in this program(s)?

What attracted you to Partners in Care Foundation? How did you learn about Partners?

Why do you want to volunteer in this position?

What experiences have you had in working with older adults in a volunteer or employment setting? How do those experiences prepare you for our volunteer work?

What do you feel would be challenging for you as a volunteer with us, if any?

If you were leading a program and a participant was disrupting the class by talking with you or other participants what would you do?

|  |  |  |
| --- | --- | --- |
| Skills/Qualities | Yes/No | Notes |
| Commitment to following EBP program script and adhering to fidelity |  |  |
| Has worked with seniors, people with disabilities, or veterans |  |  |
| Has experience problem solving with others |  |  |
| Comfortable in front of a group |  |  |
| I recommend this person for a volunteer position |  |  |
| I am excited about this candidate because… |
| I have the following concerns about this candidate… |
| The candidate can participate in the next orientation session:  |