Interview Questions – Volunteer Veterans Benefits Coach

Interviewer:

Candidate’s Name            Date            Time

_________________________  ______________  ______

1. Please describe your qualifications for this volunteer position?

Suggested Answers
Patience, empathy, good listening skills
Familiarity with military life/veterans issues
Understand need for confidentiality and respecting personal boundaries
At least basic computer and internet skills
Previous volunteer or other appropriate work experience

2. What do you think would make a good volunteer in this position?

Suggested Answers
Good listener
Being dependable
Want to assist veterans and their families

3. Describe a project or activity for which you had total responsibility from beginning to end.

Suggested Answers
Give an outline of events
Expectations of you and how they were handled
Was it successful, not successful, reasons
How you learned from the experience and made the outcome better
4. Describe a time when you were involved in a crisis situation with another individual or group. How did you handle the situation?

**Suggested Answers**
- Be sure there’s a plan in place for handling these situations before you start
- Speak to the supervisor – ask for help
- Move with another staff member to a quiet place
- Make a referral to an outside resource

5. How would you handle a situation in which someone you’re serving asks you for money, for a ride, or other special favor that’s not within your job description?

**Suggested Answers**
- Speak to the supervisor regarding the request
- Discuss “boundaries”
- Make a referral to an outside resource

6. What is important to you about volunteering in this position?

7. How many hours a week and on what days are you able to assist us?

8. Is there anything else you would like to add, or ask us?