

Volunteer Interview

Behavioral Based Questions

Name _____

Date _____

1. How did you find out about our volunteer program? Do you know any St. Luke's volunteers or associates (gather names for referral stats)?

2. Tell me about yourself and your background...
 - a. Where are you from:
 - b. Family:
 - c. Current Employment:
 - d. Schooling/Career (Adults):
 - e. Other:

3. STUDENT QUESTION: Where did you, or do you, go to **High School/College** and what extracurricular activities are/were you involved in? What is your current GPA? Do you feel this is a fair representation of your abilities/work?

4. *We ask that our volunteers commit to volunteering for a weekly shift for a minimum of six months. Attendance is crucial for many of our hospital assignments and it is important that our volunteers are able to meet this commitment. Volunteer shifts are the same shift each week and would be 2-4 hours. We will work with your schedule to find a time and day that fits best for you and this shift time can change down the road as we know your life's schedule may change.* Will your current life schedule allow for a weekly 2-4 hour commitment for a minimum of 6 months? If yes, how will you make getting to your volunteer shift a priority?

5. St. Luke's is requiring both the flu and COVID vaccine for both employee's and volunteers. Have you received both of these vaccines at this time and have the necessary documentation for Employee Health? If you have not received the vaccine are you able to receive it today? If you are submitting an exemption do you have that form with you?

6. How do you prioritize projects and tasks when scheduling your time? Give me some examples.

7. What do you hope to gain from volunteering here?

8. If you could do anything as a volunteer what would that be....behind the scenes, working with the public, patient/family contact?

9. What are your goals/plans for the next five years...ten years?

10. Tell me about your other volunteer experiences. Have you ever volunteered in a healthcare setting?

11. What motivates (or drives) you?

12. What skills or special talents do you have that would make you a good volunteer?

The next few questions will relate to the FOCUS values which create the foundation of one strong and united UnityPoint Health culture.

13. The first core value is **Foster Unity**, which promotes collaboration across departments and teams. Tell me about a group you've worked well in. What was your role and why did it go well?

14. The next core value is **Own the Moment**, which promotes taking ownership and being accountable for our individual actions and team performances. Tell me about a time something did not go as expected on a project or assignment. What happened and how did you make it right?

15. The next core value is **Champion Excellence**. We believe in sharing our results, learning from our mistakes, and celebrating our successes. What are you most proud of having accomplished and how did you achieve that?

16. The last core value is **Seize Opportunities**, which promotes embracing and promoting innovation and transformation. Tell me about a time you improved someone else's experience or your own at work/school. How did you make that happen?

17. What are three words that describe the person you are and why?

18. Is there anything about a hospital setting that would make you uncomfortable?

19. What should I know about you that I have not asked?

20. What questions do you have for me?

21. What is your availability? _____

COORDINATOR NOTES FROM INTERVIEW (appearance, learning capacity, disposition, communication skills, physical limitations, concerns, etc.)
