

## **STEP 5**

### **INTERVIEW PROCEDURES**

#### **Responsibility for Interviews**

The Parish Volunteer Screening Committee is responsible for conducting interviews.

#### **Who will be Interviewed?**

All parishioners engaged in high security volunteer ministry positions.

#### **The Interview**

- A person who has been a long-time volunteer in a ministry will not need as detailed an interview as a person new to a ministry. However, there should still be an interview to be sure they do understand the expectation of their ministry.
- Members of the Parish Volunteer Screening Committee and/or the Pastor will conduct each interview.
- Have the completed Volunteer Information Form readily available at the interview.
- Interviews should be conducted at the Parish. Establish a safe environment.
- The preferred practice is to conduct the interview in person. Interviews may be conducted by telephone.
- Explain the interview process to the person being interviewed.
- Describe the ministry specifically, using the Volunteer Ministry Position Description.
- Describe the screening procedures that must be conducted for this position.
- Use only the official Archdiocese of Regina forms to document the person's responses during the interview.
- Keep the Volunteer Information Form in confidential files.

#### **The “Do” of Interviewing**

- Do maintain confidentiality of all responses. Responses may only be discussed with the Pastor.
- Do use the official Archdiocese of Regina forms.
- Do assure the person interviewed that his or her comments are important in the process.

#### **The “Don’t” of Interviewing**

- Don't avoid an interview for a High Security Volunteer Ministry Position.
- Don't omit questions because of your own embarrassment.
- Don't make biased assumptions or rush through an interview.

### **Closing the Interview**

- At the end of the interview allow the person to ask any questions he or she may have.
- Summarize what was discussed.
- Clarify what needs to happen next.
- Thank the person for coming in.

### **What to do After the Interview**

- Discuss the interview with the other interviewer(s) and have the interview notes filed.
- Continue with the next steps in the screening process.

## **INTERVIEW TIPS**

Active listening is a way of communicating to another person that you are there to listen, to understand, and to accept what the other has to say.

### **Control the Physical Setting**

Remove all distractions and ensure privacy. Hold telephone calls, close the door and clear desktops. Arrange the seating so that you can see each other. Make sure you are able to hear each other.

### **Demonstrate Interest**

Face the person being interviewed. Adopt a relaxed posture that physically shows you are interested. Do not allow your attention to wander.

### **Create an Open and Trusting Atmosphere**

Help to put the person being interviewed at ease by creating an encouraging environment. Try to make the person to feel comfortable while he or she is speaking.

### **Empathize with the Speaker**

Try to see the viewpoint of the person being interviewed by putting yourself in his or her place. Stay focused on what the person is saying rather than formulating your own views, rebuttals or questions.

### **Observe as Well as Listen**

Be aware of the overall behavior of the person being interviewed. Try to understand the meaning of what the person is saying by observing the tone of voice, the body language, and the facial expressions.

### **Be Patient**

Understand that the average person can listen to about 400 words per minute while people speak at about 125 words per minute. Do not interrupt. A long pause often precedes an important comment.

### **Indicate Simple Acceptance**

Show that you have heard the speaker, not necessarily that you agree with them.

### **Stop Talking**

You cannot listen if you are talking. Resist the impulse to fill quiet spots with your own voice.

