

## Sample Interview Questions for Potential Emergency Social Services Volunteers

1. What experience have you had working in disaster response?

*Open ended question. Should prompt interviewee to put following questions into a disaster response perspective.*

2. What qualities do you bring to a team environment?

*Early indications of skill sets and areas of interest.*

3. What do you know about ESS Level 1 response?

*Should reveal degree of knowledge of emergency response in BC in general. If an existing ESS volunteer, knowledge of Level 1 should be expected. If new to ESS the answer should reveal whether or not the applicant is aware of ESS – which would be preferable.*

4. What makes you believe you would be suitable for the Level 1 Team?

*Reveals level of interest in emergency response in general. May reveal more specific interest in “one-on-one” situations which is helpful in the role.*

5. How do you react to criticism of your work?

*Offers insight into the individual’s ability to follow instructions and accept constructive criticism.*

6. How would you go about dealing with an evacuee who is being difficult?

*Reveals coping skills. Also a way to determine if there’s more of a tendency to go it alone or ask for help.*

7. Have you ever been, or know someone who has been an evacuee?

*May provide some knowledge of the emotional well-being of evacuees, hence empathy.*

8. What would you do to ensure you have received adequate training prior to assignment?

*Reveals whether the individual is a follower or is capable of self motivation by seeking the rights of a volunteer for appropriate levels of training for likely response tasks.*

9. How would you respond to being given a task for which you were not properly trained?

*Same as question 8.*

10. Would you have difficulty or any concerns about providing assistance to a member of a visible minority, another culture, or someone with a developmental or emotional disability? If yes, please explain.

*Reveals level of tolerance for a diverse population or people in a lower income bracket who comprise a high percentage of evacuees being assisted.*

11. Are you likely to have the support of your family and/or employer for this type of volunteer role?

*General question to make the applicant aware that responders need to think about other aspects of their lives which need to take precedence.*