

Some Questions to Ask When Interviewing for a Volunteer Literacy Position

Some adult and family literacy programs do a wonderful job of recruiting, supporting, and retaining volunteers. They have volunteers who have been providing invaluable support for years. Other programs are just beginning to work with volunteers. They are learning what they can do to help volunteers be successful in their jobs.

As a potential volunteer, you should plan to discuss your interests and needs with the program staff in order to help them identify an appropriate role for you. You should also be prepared to ask any questions you have about the program and the services it provides.

In addition, you should take the time to ask about the support the program provides to volunteers. Examples of these questions include the following:

- Do you have an *orientation* to the program and the opportunities available for volunteers?
- What kinds of things do you do to try to *match the interests, skills, and needs of a volunteer to a job* you need done? Can you give me some examples of what you think have been really good matches in the past?
- Will you be able to provide me with a *clear description of the responsibilities* involved if I'm interested in a specific job?
- *What kind of preparation will you be able to provide me* to help me do a good job? (examples: training, mentoring, or written procedures)
- Will there be *someone that I can call on when I need help* and who will give me feedback on how well I'm doing or where I could improve?
- What kinds of things do you do to *recognize the contributions that volunteers make* to your program?
- Are there *costs* that I should know about (materials, training, travel, etc.)?
- Do you do *background checks* of volunteers who will be working with children?