

Volunteer Selection Criteria 2020
(review fidelity checklist or competency checklist for ideas)

Name:

Interview

1. **Intro:** Tell us a little bit about yourself?
2. **Intent:** What drew you to apply for this volunteering opportunity?
3. **Interest:** Can you tell us about your interests or previous experiences related to the social determinants of health or community interests?
4. **Dependable/Commitment:** Can you describe a time in which you have demonstrated sustained commitment or follow-through with an extracurricular or service activity?
5. **Diversity/Adversity:** The Lincoln patients we call are often uninsured, have incomes at or below the federal poverty level, are mostly racial and ethnic minorities, and face many difficult circumstances ranging from discrimination, poverty, food or housing insecurity, mental health issues, and difficulty accessing medical care. How have your personal or professional experiences prepared to work with or relate to this specific patient population?
6. **Empathy:** Can you describe a time when you've talked with someone who is stressed, emotional, or clearly going through a difficult time? What was your approach to responding to their concerns? It can be a close family or friend, a peer or co-worker, a client, or patient you've worked with.

Overall impressions:

Logistics questions

- Are you available for 8 hours of training week of 5/11? If so what times?
- What is your availability this summer? On your application it says for available XYZ times... is this still the case?
- Are you available in the fall to volunteer (send these applicants an email) 5-7 volunteers?

Overall impressions:

Practice call/roll play with Duke resources, week 2 script

Phone Script

1. Hi, I'm _____. Am I speaking with Mr. Jones?

{Wait for response}

2. I'm calling from Duke Student Resource Center. My role here is to help students work with resources for things like student wellnes, libraries, and academic support. I know you had a recent visit to our office and were referred to Perkins Library and Duke Student Health. I'd love to follow-up on how that went. Is now a good time to have a brief call?

{Wait for response}

3. Thank you for your time Mr. Jones! I'll start with a few questions if that's ok. And of course the information we discuss will be kept confidential. Your advisor told me that you were given some resources or information regarding Perkins Library and Duke Student Health. We really want to hear about your interest and experiences with these services. I'm first wondering which one of these you felt was the most important to you?

{Wait for response}

Let's talk about that one today. Were you able to visit or connect with _____?

[if student responds NO]

Are you still interested in connecting with [the resource]?

[if yes interested, see prompts below]

Were there any reasons you weren't able to connect with [the resource]?

{Wait for response}

That makes a lot of sense. Is there any information I can provide you about this service?

[if not interested, see prompts below]

Was there anything that made you interested in the initial referral? I'm wondering if anything changed for you that made you change your mind about [the resource].

[if the student responds YES, was able to visit/connect with service, then proceed)

Ease of Use

Thanks for sharing. What I'm hearing is you were able to get [_____.] I'm curious how easy it was to access this service. On a scale from 1-10, 10 being the easiest, how easy was it to use/access [the service]?

(easiest to access) 10 9 8 7 6 5 4 3 2 1

[if anything less than 10]:

- i. I'm interested in your experience. What led you to score this a # = [highly/not] of being easy to access?
- ii. What would have made this experience a 10?

Utility

Thanks for sharing. I understand it was [validate previous response]. Once you actually got [the service], on a scale from 1-10, 10 being the most useful, how useful was the service?

(most useful) 10 9 8 7 6 5 4 3 2 1

[if anything less than 10]:

- ii. I'm interested in your experience. What led you to score this a # = [highly/not] of being useful?
- ii. What would have made this experience a 10?

5. I know we discussed a couple things just now. [This is what I've learned]...does this sound correct to you? / am I missing anything?

{Wait for response}

6. Based on our conversation, where would you like to go from here?

{Wait for response}

7. <Reflect response about next steps> Do you have any other questions about [these resources you were referred to] that I can help answer?

{Wait for response}

8. Based on our routine follow up, I think it would be helpful for us to talk again in the next 2 weeks, just to see how things are going and check in. Can I call you back again in 2 weeks around this time?

{Wait for response}

9. Thank you so much for your time today Mr. Jones. I look forward to following back with you in the coming 2 weeks. Have a nice day! Good-bye!

{Wait for response}

Hang up

Call Experience

1. Are they able to navigate the script?
2. Are they able to improvise?
3. Are they able to respond to veering off the script?
4. Are they able to sound genuine and not robotic?
5. Do they sound emphatic?
6. Do they sound nice over the phone?
7. Are they respectful?
8. Are they patient with you?

At the end:

- Do you have any questions for us