Interview Questions – Volunteer Veterans Benefits Coach

Interviewer:		
Candidate's Name	Date	Time
Suggested Answers Patience, empathy Familiarity with m Understand need f At least basic com	our qualifications for this volume, good listening skills military life/veterans issues for confidentiality and respecting the puter and internet skills r or other appropriate work ex	ing personal boundaries
Suggested Answers Good listener Being dependable	k would make a good voluntee erans and their families	er in this position?
Suggested Answers Give an outline of Expectations of your Was it successful,	e or activity for which you had events ou and how they were handled not successful, reasons from the experience and made	I

4.	Describe a time when you were involved in a crisis situation with another individual or group. How did you handle the situation?
Su	Be sure there's a plan in place for handling these situations before you start Speak to the supervisor – ask for help Move with another staff member to a quiet place Make a referral to an outside resource
5.	How would you handle a situation in which someone you're serving asks you for money, for a ride, or other special favor that's not within your job description?
Su	Speak to the supervisor regarding the request Discuss "boundaries" Make a referral to an outside resource
6.	What is important to you about volunteering in this position?
7.	How many hours a week and on what days are you able to assist us?
8.	Is there anything else you would like to add, or ask us?