

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.