

# Long-Term Care Ombudsman Prospective Volunteer Interview Form

Prospective volunteer name: \_\_\_\_\_ Date: \_\_\_\_\_

## I. Review of application and conflict screen

Review and clarify information on the application and conflict of interest screen.

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## II. Interview Questions

1. What attracted you to the LTCO? What aspect of our work most motivates you to want to become a volunteer for LTCO?
2. What can I tell you about LTCO?
3. What would you like to get out of volunteering for LTCO? What would make you feel like you have been successful?
4. Have you volunteered in the past or are you currently volunteering for any other agency? Explain if yes.
5. Why are you interested in volunteering for the LTCO?
6. Have you acted as an advocate for an older person/s or other groups? Explain if yes.
7. What challenges would you have to overcome with volunteering for LTCO?
8. What strengths or skills do you have that would help residents in nursing homes?

9. What experience do you have with older persons or nursing homes?
10. Can you share a difficult problem and how you helped to resolve it?
11. LTCO volunteer's visit people with cognitive and physical disabilities living in long-term care facilities. Are you comfortable with this?
12. Do you consider yourself an assertive person? Can you give me an example of a time when you felt you were being assertive?
13. What would you do if the administrator of a facility told you that he does the best he can and there is nothing else that can be done about the problem?
14. Do you think the role of the LTCO volunteer is more of a mediator or negotiator?
15. Would it bother you to confront the same problems week after week as you visit residents?
16. Often residents who complain do not want the volunteer to tell anyone or to help to resolve it? Would you feel frustrated? What would you do?
17. Do you think that older persons can make their own decisions even if those decisions are against the doctor's orders?
18. What is your schedule?

# Long-Term Care Ombudsman Prospective Volunteer Interview Assessment

Prospective volunteer name: \_\_\_\_\_ Date: \_\_\_\_\_  
Interviewed by: \_\_\_\_\_

## Appearance:

- Poised, neat
- Acceptable
- Unkempt

## Reactions to questions:

- Helpful, interested, volunteered info
- Answers questions
- Evasive
- Confused

## Disposition:

- Outgoing, pleasant, confident
- Reserved
- Withdrawn, moody
- Suspicious, antagonistic

## Interpersonal skills:

- At ease
- Somewhat uncomfortable
- Uncomfortable

## Physical restrictions:

## Recommended action:

Acceptable for:

- Associate Level I
- Associate Level II
  
- Need to schedule for second interview
- Not suitable for agency at this time.