

VII.

INTERVIEW QUESTIONS FOR PROSPECTIVE LONG-TERM CARE OMBUDSMAN VOLUNTEERS

Before asking interview questions, review the application and conflict of interest form, follow-up on responses provided in the documents, provide a brief overview of the program, and respond to questions from the applicant.

NOTE: These questions are based on general Long-Term Care Ombudsman program practice and other volunteer management sources and are provided as a guide. Modify these questions to meet your needs and your program's policies and procedures.

Interview Questions

1. What attracted you to the Ombudsman program? What aspect of our work most motivates you to want to become a volunteer for our program?
2. What can I tell you about the program?
3. What would you like to gain from volunteering as a representative for the Ombudsman program? What would make you feel like you have been successful?
4. Tell me about your past or current volunteer roles. What have you enjoyed most about your previous volunteer position(s)?
5. What experience do you have with older adults or individuals living in long-term care facilities?
6. Have you acted as an advocate for someone before?
7. What challenges do you feel you would have to overcome to serve as a volunteer with our program?
8. What strengths or skills do you have that would help residents and the program?
9. Can you share a difficult problem or situation you encountered and how you helped resolve it?
10. Our volunteers visit people with cognitive and physical disabilities living in long-term care facilities. Are you comfortable with this?
11. Do you consider yourself an assertive person? Can you give me an example of a time when you felt you were being assertive?
12. What would you do if the administrator of a facility told you she does the best she can and there is nothing else that can be done about the problem you have brought to her?
13. Would it bother you to confront the same problems week after week as you visit residents?
14. Sometimes residents who complain do not want the Ombudsman to tell anyone or to help resolve it. How would you handle this?
15. Do you think residents can make their own decisions, even if those decisions are against a doctor's orders (e.g., a resident that has diabetes and wants to eat chocolate cake)?
16. There are reporting requirements to be done following each visit to residents. Are you comfortable in writing summaries of the work you have done?