

Caring Connections ‘Matchmaker, Matchmaker, Make Me a Volunteer Match’
Getting to Know the Volunteer

Onboarding Stage	Direct Information	Indirect Information
Interest Form <i>The interest form is an online form that is reviewed by the Volunteer Department.</i>	<ul style="list-style-type: none"> • Biographical information • Contact information 	N/A
Interview <i>The interview typically happens over the phone at a scheduled time with the Volunteer Director and then a second call is scheduled with the Program Manager.</i>	<ul style="list-style-type: none"> • What do you hope to get out of this volunteer role? • What made you interested in this opportunity? • Have you volunteered before? • “Tell me about yourself” • Hobbies and interests • Availability • “Please share anything else that would be important for me to know” 	<ul style="list-style-type: none"> • Did they seem to be good communicator? • Did they seem prepared for the interview? • Did they interrupt or were they able to listen? Were their responses very short? • Did they tend to center the conversation around politics/religion?

<p>Application</p> <p><i>The application is an online form that is completed by the volunteer and once completed, the background check is initiated.</i></p>	<ul style="list-style-type: none"> • What are your traits and skills as a volunteer? • Why are you excited to work with older adults? • What is your experience working with older adults? • Biographical information • Veteran status • Demographic information 	<ul style="list-style-type: none"> • Did they complete the application in a reasonable amount of time after receiving it?
<p>Training</p> <p><i>The volunteer training happens in person with the Program Manager. This is often the first time that they are meeting in person.</i></p>	<p>N/A</p>	<ul style="list-style-type: none"> • Did they seem engaged during the training? • Did they dominate conversation or seem unaware of how much time they were using while speaking? • Did they make eye contact? • Did they seem comfortable to talk with?
<p>Survey</p> <p><i>Survey questions are sent via Google Forms and reviewed before being matched with a client.</i></p>	<ul style="list-style-type: none"> • Besides socializing, what activities would you be interested in doing with your potential match? • Are there additional tasks such as tech support or minor household tasks that you would be willing to assist with? 	<ul style="list-style-type: none"> • Did they complete the survey in a reasonable amount of time?

	<ul style="list-style-type: none"> • Would you be willing to offer transportation to your match if they need it to participate in an activity together? • Would you be willing to be matched with someone who lives in another city or town? • Would you be willing to be matched with someone who has dementia/Alzheimer's? • Are you interested in being matched with more than one person? • Would you be willing to be matched with someone who is a Spanish speaker? • What is your preferred form of communication? 	
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