

ARROWSMITH COMMUNITY JUSTICE SOCIETY
Volunteer Recruitment & Selection
Interview Questions



Adopted: 14 Oct 2014

PURPOSE OF THE INTERVIEW QUESTIONS:

The Arrowsmith Community Justice Society (ACJS) Board of Directors held a facilitated session to determine core competencies and characteristics desired in prospective volunteers which would be of asset to them while working within the ACJS processes. The examples of questions below relate to these competencies and characteristics and will help the interviewers to understand the applicants experience and qualifications.

CORE COMPETENCIES & CHARACTERISTICS DETERMINED:

1. Work cooperatively as a member of a team
2. Act consistently within the organizational values & guidelines
3. Probe clients and co-workers deeply to reach underlying needs
4. Understand people with different backgrounds and views.
5. Explain concepts and procedures clearly both verbally and in writing
6. Constructively handle strong emotions and resolve conflicts with clients and co-workers.
7. Think through problems, examine options and their effect.

PROCEDURE:

1. Two to four questions shall be determined by the Volunteer Selection Committee. Questions can be taken from, but are not limited to, the example questions below.
2. To ensure a fair basis for all applicants, the same questions will be asked for a pre-determined period of time to be decided upon by the Volunteer Selection Committee.
3. All of the example questions will be posted on the ACJS Website and available for the applicants to look over prior to their interview.

EXAMPLE INTERVIEW QUESTIONS:

Question #1 - Motivation

A foundation value and expected behaviour of the Arrowsmith Community Justice Society (ACJS) is based on the respect of others.

QUESTION: Please tell us about a life/career choice of decision that you made based on values or ethics.

Question #2 – Building Trust

Facilitators in Restorative Justice need to be sensitive to the interpersonal anxieties of others. It is important to be able to put others at ease.

QUESTION: Please share with us a time when your people skills enabled you to get others (individual or group) to tell you something they'd rather not tell you.

Question #3 – Decision Making

The Facilitator may be called upon to provide key advice and encourage clients to make important decisions.

QUESTION: Tell us about a coaching or encouragement you provided that was key to a friend, colleague, family member, or client that significantly assisted in a decision that they made which had a positive impact.

Question #4 – Patience and Tolerance

Restorative Justice Circles are non-judgemental and ensure that each participant treats the others with respect.

QUESTION: Please tell us about a time when you had to deal with a person or a group who could only see their side of the agenda.

Question #5 – Communication

Communicating effectively in writing is important for our facilitators, especially when it comes to writing Resolution Agreements. Agreed upon outcomes, critical steps and completion dates are some of the details that must be included.

QUESTION: Please tell us about something you wrote of which you were most satisfied.

Question #6 – Active Listening Skills

One of the most critical skills a facilitator can have and use is the ability to actively listen to understand the point that someone is trying to make.

QUESTION: Please share with us a time that your active listening helped you realize that the issue in question was not what you originally thought and it caused you to change your mind.

Question #7 – Positive Focus / Team Skills

At Arrowsmith Community Justice Society we active discourage griping and complaining about either groups or individuals behind their backs.

QUESTION: Please recall your best example of a time when you were strongly tempted to complain about someone, but you did something more constructive instead.

Question #8 – Conflict Resolution / Team Skills

Constructive working relationships with friends, colleagues and clients make everybody's job easier.

QUESTION: Tell us about a relationship that started out rocky but ended up effective.

Question #9 – Communication / Understanding Others

In dealing with clients and their support persons (usually other family members) effective facilitators pick up a sense of the group in terms of intentions, needs, and what they value. This ability allows the facilitator to predict a future behaviour (i.e. the likelihood of a Resolution Agreement).

QUESTION: Please share your experience in successfully predicting and assisting a group to achieve a desired objective.

Question #10 – Communication

Our facilitators deal with a variety of people every day including clients and the RCMP.

QUESTION: Please tell us a situation in which you could not resolve the unhappy client's/customer's demand but you successfully dealt with that person.

Question #11 – Communication

A facilitator needs to communicate effectively to small groups – usually family groups of offenders and victims. Frequently our clients are not familiar with Restorative Justice and the facilitator is often their only source of information about the process.

QUESTION: Please describe the most successful presentation you have ever given to a small group.

Question #12 – Motivational

Results are the basic measure of effectiveness.

QUESTION: Please tell us about a time when your commitment to getting the job done allowed you to exceed a client's, customers or employer's expectation.

Question #13 – Interpersonal Challenge

Feedback is a productive part of growth and confidence.

QUESTION: Please tell us about a time when you received feedback and it caused you to rethink and change the way you were doing something.