



About the Volunteer Application & Screening Process



1. What are the steps in the application and screening process?

At a minimum, the process requires a completed application form and an interview. Depending on the role, the screening process may also include two reference checks, a criminal records check, driving records check, and checks on education or employment background.

2. Why are there so many steps in the process?

The SMP program takes seriously the safety of the program's beneficiaries and volunteers. Many of the people who use the program's services are in a vulnerable position due to illness, infirmity, and dependence. A thorough screening process enables the program to maintain a safe and productive community service program with trustworthy and reliable volunteers who do not present a risk of harm to themselves and others.

3. Who reviews my application form?

The coordinator of volunteers and anyone who participates in your interview will review your application form.

4. Why do you ask about conflicts of interest on the application form?

The program strives to provide objective and unbiased information and services involving Medicare and other health insurance programs. Objectivity is important to building trust with individuals and a reputation of trustworthiness in the community. To build a volunteer workforce that provides objective information and services, we ask applicants to declare if they have a financial, personal, or philosophical interest that may present a conflict with the program's interest in maintaining its reputation for objectivity.

5. Why do you check references and conduct a criminal records check (for some positions)?

These types of checks are conducted for volunteer roles that we deem "positions of trust," meaning they involve access to clients or client personal information (see the SMP Volunteer Roles handout included in this packet). We check at least two personal and/or work references because they provide relevant information for the managers who make the acceptance and placement decisions. We also check criminal records to

ensure the safety of SMP. We will inform you of the screening steps required for the position for which you have applied and conduct them only with your consent.

6. What will you do with the sensitive personal information that I provide?

We will respect and protect any information that you give us in confidence. We will share the information only with people who have a need to know it.

7. How will I learn if I have been accepted for placement as an SMP volunteer?

You will receive a letter that notifies you of our decision. If we accept you for placement, the letter will also inform you about orientation and training program for new volunteers.

8. How long does the screening process take?

The length of time may vary depending on our ability to schedule an interview, the availability of references to take calls and answer questions, and the response time of authorities who conduct driving records checks and criminal records checks. The process could take 3 weeks. We will update you if the process takes longer than we expect.