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| **Interview Guide to Assess Community Volunteer Engagement in Case Management** |

**Definition:** the Interview Guide summarizes key questions that should be considered for programs that currently engage community volunteers in case management. This tool should be used by the person leading the assessment process, who might be a child protection manager, advisor, or consultant.

**Purpose of the Tool:** to understand the current engagement of community volunteers within case management, identify challenges, good practices and opportunities.

**When to use this tool:** the interview guide tool is for organizations who are already engaging community volunteers. Based on the findings from this interview as part of the assessment and analysis phase, the team should be equipped to move onto the next stage of the Community Volunteer toolkit, “Decide.”

**Guidance**: the interview should be conducted with a child protection manager or officer who is leading case management activities. It is important to emphasize that the interview is not an evaluation of the program, but rather to learn how volunteers are engaged in case management.

The interviewer should review, add, remove and adapt the questions in the guide to ensure s/he is getting the needed information from this context. It is not suggested to conduct an interview for more than one hour and it is important that the conversation is conducted in a private, confidential space.

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**Opening the Interview**

Provide some background on why the interview is being conducted, and thank the interviewee for joining.

*“We would love your honest and frank reflections of good practice and real challenges. We can stop the interview at any time; and please let me know if any of my questions are unclear.*

*We will use the term* ***volunteers*** *throughout the conversation to refer to members of the community who are*  *engaged in aspects of case management in humanitarian contexts.*

*From this conversation, as well as other parts of the assessment, we should be able to decide what are the challenges and opportunities of how we can ethically engage community volunteers in case management in this context.”*

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| Name |  |
| Email |  |
| What is your role within the Child Protection team in your context? |  |
| How long have you been in that role? |  |

**Interview Questions**

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| 1. **Background** | **Notes from Interviewer** |
| Can you please describe the Child Protection program in your context? |  |
| 1. **General Information about Volunteers** | **Notes from Interviewer** |
| Title  What do you call the community volunteers in your program?  Are there different types of community volunteers?  What is their title?  Why is this their tile? |  |
| Remuneration  Do volunteers earn a financial incentive, stipend, or other material items?  How much?  What do they say about the remuneration or compensation they receive?  Are there positive/ negative impacts of this remuneration? |  |
| Motivation  What are the motivations of community volunteers? |  |
| 1. **Roles of Volunteers in Child Protection** | **Notes from Interviewer** |
| What are these community volunteers doing in child protection in general?  What responsibilities do they have in terms of supporting or mobilizing community structures e.g. CPCs, children’s groups?  Do they have a ToR or role description?  What are their expected “volunteering hours'' or days?  Is there a difference between what is expected and the day-to-day reality for volunteers? |  |
| 1. **Roles of Volunteers in Case Management** | **Notes from Interviewer** |
| What roles do volunteers take in case management?  What steps in the CM process are they involved in?  What are the levels of risk of cases that volunteers engage with?  Who decides which cases and what steps of the case they are involved in?  What are the expectations of volunteers for identification and who do they refer to?  How is this working in reality?  What level of documentation is expected of volunteers?  How many children, on average, do volunteers support?  What are the challenges related to the roles volunteers play in case management? |  |
| 1. **Volunteer selection** | **Notes from Interviewer** |
| How are volunteers selected?  What qualifications are expected?  Is the community involved?  Are there safeguarding checks for the volunteers selected?  What are the challenges related to selection? |  |
| 1. **Volunteers’ roles in the CP team** | **Notes from Interviewer** |
| How do volunteers and staff work together?  What are the power dynamics like between volunteers and staff?  Are volunteers seen as members of the team? |  |
| 1. **Training** | **Notes from Interviewer** |
| How are volunteers trained?  What is the content of the training?  How long is the training?  Is training on-going? |  |
| 1. **Supervision and Coaching** | **Notes from Interviewer** |
| How are volunteers supervised?  Who supervises them, what form does supervision take? How often?  Approximately how many volunteers are there in these roles per supervisor? |  |
| 1. **Risks and wellbeing** | **Notes from Interviewer** |
| What are the safety risks volunteers face in their roles?  What emotional challenges do volunteers face?  How are volunteers supported in their work?  What are the benefits and challenges for volunteers as members of the community engaged in case management?  How are they supported personally and emotionally?  How do volunteers support each other? |  |
| 1. **Lived experience of volunteers** | **Notes from Interviewer** |
| What do volunteers say about their roles?  What do they say motivates them?  What do volunteers say they are proud of?  What do volunteers face as challenges and grievances?  How do they feel about their status in the organization? In the community?  What difference has it made in their lives to have this job/role? |  |
| 1. **Final reflection** | **Notes from Interviewer** |
| If you could change anything in the way your organization works with volunteers what would you change?  Do you have any last remarks on community volunteers that we should discuss? |  |

**Closing the Interview**

Thank the interviewee for their participation in the interview and inform them how their responses will be used. Ask them if they have any questions or any additional information they would like to share.

If appropriate, ask for documents that might be useful that were discussed during the interview and let the interviewee know how they can contact you in the future.