Structured interview question

NAME

PROFESSOR

INSTITUTION

DATE

**1.determine a person and purpose for an interview.**

**Person:** client intake to a nonprofit organization.

**Purpose:** to understand the client’s needs, eligibility and how best the organization can support the client.

2.Creating a well-structured interview for the intake process in a nonprofit organization involves thorough planning to gather required information. here is a step-by-step guide:

* 1. **Defining objectives:** this involves clearly outlining the purpose or the aim of the interview. Identifying specific information needed from the client to assess their needs, eligibility and how best the organization can be of support to them.
	2. **Identifying key information:** determine key details required for eligibility into the nonprofit programs or service’s This includes financial status, demographic information, disability, specific needs and other relevant background information.
	3. **Designing the questions:** craft open ended questions that warrant detailedresponses. Focus on the clients challenges, and goals. Making sure the questions align with the organization’s mission and vision. Use a mix of question types such as close-ended for specific details in order to provide a comprehensive view of the clients situation.
	4. **Consider sensitivity:** be mindful on the nature of some questions by ensuring that the clients privacy and dignity are respected. Use clear and non-judgmental language.
	5. **Build a logical flow:** set questions in a logical sequence starting with general information to more specific details for a smooth conversation.
	6. **Include validation and clarification:** for accurate information, give chance to the client to confirm and clarify their responses.
	7. **Training for interviewers:** there is need to train the interviewers if multiple staff in the organization will be used for the client’s intake interview.
	8. **Pilot Test:** before implementing the structured interview, a pilot test is necessary to help identify any unclear questions that require adjustments.
	9. **Review and revise the interview questions:** reviewing and revising the interview questions regularly to ensure they remain relevant. They be revised based on feedback from both clients and staff, then making updates to the changings.
	10. **Document and store information:** documenting and storing client’s information in an organized system is necessary.

**Structured interview guide**

**Introduction****:**

1. **Greetings and giving an overview of the process:**

Good morning our client, welcome to our interview panel, the purpose of this interview is to asses your eligibility in terms of financial situation for the organization assistance programs. Feel free to interact with us openly to serve you best.

 Section 1: introduction and background information:

* tell us about yourself?

Name and contact details

* how did you learn about the organization?

Section 2: demographic details:

* how many family members are there in your household?
* How many defendants do you have?
* What’s your level of education?
* What’s your employment status?
* Do you have any special needs?

Section 3: financial situation:

* What’s your primary source of income?
* Do you have any monthly or annual income?
* Do you have any assess to government assistance or any other source of income?
* What are you monthly expenses?

Rent,mortgage,utilities,transportation,medical services and any other essential cost.

Section 3. specific needs:

* what challenges are you facing and how do you believe this organization can assist?
* Have you received any assistance from this organization or any other similar agencies in the past?
* What were the outcomes of previous assistance from this or other organization if any given?

Section 4: verification and documentation:

* Kindly provide proof of residence, income and any other relevant

 document to support your application.

* What are your short and long-term goals?
* What are you doing to improve your financial situation independently?

Section 5:client understanding:

* do you have any question about the organization?
* What adjustments would you wish the organization can make?

we have heard you and we are going to verify the information gathered for better clarity in order to start the assistance process. normally the verification process takes forty eight hours and once is done, expect to hear from us.

Section 5:closing:

Thank you for your time and participation, incase we need any other information in the next steps in the application process, we will contact you. All the best.

**Synopsis of the interview:**

**Objective**:theinterview aims to comprehensively assess thefinancial situation of the clients applying for the organizations assistance programme.it entails a consistent and respectful approach to gathering essential information for clients eligibility.

**i.introduction and background information:**

clients are welcomed and informed of the interviews objective,basic informationlike name ,contact details and referral sources are collecte.

**ii.demographic details:**

information on clients household and key demographic factors, employment status, educational background and any special needs is obtained**.**

**iii.financial situation:**

primary and secondary sources of the client are discussed whereby monthly expenses and financial obligations are examined.

**iv.specific needs:**

clients express their needs both longterm and shortterm,detailing how the organizations assistance could be beneficial.

**v.previous assistance received:**

an inquiry is made on clients previous assistance received and the outcomes,its impact on the clients situation.

**vi.verification and documentation:**

clients are informed about proof of income and residence and clear guidance provided on the application process.

**vii. goals and aspirations:**

short and long-term goals, aspirations and steps taken by the client to improve their financial situation independently are discussed.

**viii.closing:**

clients understanding is sought by expounding on key points. client is thanked for their participation and provided with information about the next steps in the application process.

**Minimizing biases and perceptual distortion:**

* Standardization applied where consistent set of questions for all clients was used to ensure fairness.
* Names and demographics were hidden during review to reduce bias.
* Diverse panel of interviewers was used.
* Interviewers were trained to minimize biases.
* A structured rating scale was implemented for each response promoting objectivity.

Conclusion: this interview serves as a vital tool in collecting pertinent information for the organizations assistance programs.it ensures a standardized and respectful approach tailored to each clients unique situation.

The following adjustment can be made to accomadate the evolving needs of the organization and its clients:

* Providing immediate response to its clients and not waiting for forty

eight hours.

* The organization should offer emotional support where necessary during interview of sensitive questions.
* Organization should update its eligibility criteria during criteria process.

Adaptability is crucial in interviews to address the changing nature of client interactions and development of the organization.

**References**

**http:/www.betterteam.com**

[**http://resources.workable.com**](http://resources.workable.com)

[**http://www.indeed.com**](http://www.indeed.com)