Organizational Screening: Best Practices for
Building Your Safe Environment
with Staff and Volunteers:
Additional Guidance

The following bullets are some suggestions or considerations for managing situations in which an applicant may provide unclear or unsatisfactory responses to behaviorally-based interview questions:

- Consider **follow-up questions** like, "Would you mind sharing more about that experience?" or "Tell me more about how you handled X." This follow-up might provide an opportunity for additional clarity on their responses, either maximizing or decreasing the level of concern with the candidate's original response.

- Consider posing the **same question** *again* but asking for the applicant to provide an entirely different situation or example. Are the same concerns exhibited in this second example, or do we, the interviewer, have more clarity and understanding?

- If time and resources allow, consider conducting **another round** of interviews **with different interviewers** for them to listen to the applicant's responses. This additional interview round could ask the same questions as the first round, identifying whether and to what extent the applicant provides similar responses and/or more clarity to their examples. This second round provides an opportunity for the internal team to compare and/or discuss any remaining concerns or areas for further follow-up.

- By having a standardized screening/hiring process in place and a model to consistently support that process, organizations can explain to applicants that **everyone undergoes the same assessment process**, hopefully **removing the perception of subjective or judgment-related decisions**. Furthermore, the organization should ground itself and its process within the context of values, zero tolerance for abuse, and prioritization of safety for vulnerable populations, communicating that it proactively ensures the protection of individuals as part of their screening measures.

- Consider if there are any other characteristics or concerns that should factor into the decision to move forward with an applicant from their application or reference checks, etc.? Do those other screening mechanisms support and/or change your concerns or uncertainty identified through responses in their interview?