

About the Volunteer Application & Screening Process

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

- Completion of Volunteer Application, Authorization to Conduct a Criminal Background Check, and a Driver's License Agreement.
- Pass a Criminal Background Check
- Telephone or In-Person Interview with Staff Supervisor
- Reference Checks (if needed)
- Copies of Current Driver's License and Insurance Card (updated copies are required at each renewal)

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

Berks Encore takes seriously the safety of our beneficiaries and volunteers. Many of our program recipients are in a vulnerable position. A thorough screening process enables Berks Encore to provide safe and productive community service programs with trustworthy and reliable volunteers who do not present a risk of harm to themselves and others.

3. Who reviews my application form?

Your Application is reviewed by Berks Encore's Director of Volunteers and the staff member(s) who will be your assigned supervisor. All other information provided to process the application will be viewed only by the Director of Volunteers.

4. Why do you ask about conflicts of interest on the application form? (Medicare Counseling only)

Berks Encore 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 conduct a Criminal Background Check, contact references and ask for copies of my driver's license and insurance card?

Many of the people who use the Berks Encore's services are in a vulnerable position. We conduct criminal background checks to ensure the safety of Berks Encore clients. We may check at least two personal and/or work references because they provide relevant information for the individual(s) who make the acceptance and placement decisions.



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. Electronic information is password protected and paper information is maintained in a locked file.

7. How will I learn if I have been accepted for placement as a Berks Encore volunteer?

Berks Encore's Director of Volunteers will notify you in writing of our decision. If we accept you for placement, the letter will inform you the supervisor and/or center you will be assigned to.

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 criminal background records checks. The process could take up to a week once we receive all of the required signed application documentation. We will update you if the process takes longer than we expect.