

expectations setting conversations

For each interested volunteer you receive for your trip, set up a phone call with them to talk more about trip and discover more about their motivations for volunteering with Habitat.

We expect that for all volunteers willing to serve, you will accept them onto your team. If, for some reason, extenuating circumstances prevent you from extending an invitation, it is vital that you alert the Global Village office so that we can ensure that volunteer is able to join an alternate trip.

Tips for the call

- Assure that this is not a test or interview, and that there are no wrong answers. This is an opportunity to get to know each other and set expectations for the trip.
- Interview each volunteer individually. If a couple, family or friends apply together, make sure you talk with each one.
- Ask questions in a confident manner. Tell the volunteer what they should expect, especially if it's a potential "deal breaker" regarding the trip. Always explain any expectations you might have for the volunteer and team.
- Be up front about activities and reflection time during the week.
- Stress the importance of flexibility during the trip and the importance of balancing build activities with cultural opportunities. Volunteers should not expect that they will complete a house within one week.
- Review the trip details- such as the program donation for the trip- and detail the fundraising options that are available..
- Allow space for the volunteer to ask questions of yourself as well.
- Follow up promptly after the call with the next steps for the volunteer. Don't leave anyone who is interested in volunteering with Habitat without any information on how they can get involved.

Sample questions

- Why are you interested in volunteering with Habitat?
- How did you find out about Global Village?
- What is your goal for the week? (Use this as an opportunity to promote team building, cultural connections, etc. instead of fully completing a home)
- Why did you select this trip?
- Have you done a service trip before?
- What strengths do you think you would bring to a team?

Set expectations

Once you've gotten to know one another a little better, move the conversation towards talking about the trip and volunteer experience.

- **Trips are a group experience:** Let volunteer know that they will be spending time with the team on the build site, during cultural activities, and at the hotel where they'll also be sharing a room, which will limit their personal time throughout the week. Emphasize the importance of team participation.
- **Accommodations:** Make volunteers aware of what their sleeping arrangements will be like (shared volunteer house, double-occupancy hotel room, etc.).
- **Meals:** where will meals be taken? At the hotel, build site, local restaurants? If volunteers mention any dietary restrictions, let them know we'll do our best to accommodate their needs. As always, it's important to communicate to volunteers to keep an open and flexible mindset as options may be limited or differ from what they're used to.
- **No construction or language experience required:** Ensure that volunteers understand that they don't need previous construction knowledge or know a foreign language in order to participate on the trip. This is also an opportunity for volunteers to disclose if they have any health conditions or limitations you should know about.
- **Project type:** let volunteers know what their project will focus on (vulnerable populations, home construction, community development, home repairs, etc.).
- **Build site tasks:** if possible, elaborate on what volunteers can expect to be doing on the build site. If it's a special project (smokeless stoves, water cisterns, etc.) make sure volunteers are aware of this.
- **Reflections:** be up front about reflection time. Assure volunteers that reflections are intended to be inclusive of all thoughts and beliefs and is a time to share and discuss the trip experience together as a team.
- **Cultural activities:** inform volunteers about what cultural experiences the team will participate in throughout the week, making sure to note if time on the build site will be cut short to accommodate cultural time. Also detail that volunteers are not allowed to plan their own activities during the week, but are welcome to do so before or after the trip.
- **Minors:** if any interested volunteers are minors, make sure to speak with their parent/guardian as well. Explain the necessary documents required for minors on a trip and where they can be found.

Wrapping up

At the end of the call, once you've answered all of the volunteer's questions, remind them that they will need to submit a deposit in order to secure their spot on the team. Send a follow up message promptly after the call with all of the pertinent information they need to join the trip.