

Risk Management Case Study Series

Volunteer Selection

Introduction

Extension professionals engage in program development discussion on a daily basis, often leading to addressing potential risks associated with events and activities. Not every situation encountered by Extension professionals will lead to immediate harm to individuals or the program. However, if not addressed in a timely and appropriate manner, it may lead to the organization suffering a loss of finances, people, property or goodwill.

This case study series provides an opportunity for Extension professionals to examine a situation that they may directly or indirectly encounter during their professional career. While the case studies are not lengthy, they do present a situation and allow the reader to further develop the situation and then offer alternatives to decisions made or strategies to manage risks identified.

Please consult the Ohio State University Extension risk management website for resources and support materials related to this particular situation.



Instructions

Please read the situation statement that is presented below and consider the following:

- (1) What is at risk for the organization and/or the individuals involved in this situation?
- (2) Should you conduct the interview? If so, what type of questions should be asked?
- (3) If you accept the individual, how do you respond to those that warned you? Do you have other alternatives?
- (4) If you do not accept the individual, how do you respond to the potential volunteer when they want to know the exact reasons?

Situation Statement

During your county's annual volunteer recruitment campaign, you receive 35 applications. You are familiar with many of the individuals, especially one who wishes to serve on a countywide planning committee for the annual business expo. This person has a history of being very confrontational and controlling. Several other volunteers in your county warn you about this person. They have completed all parts of the selection process except for the interview. Their references are positive and they have passed the fingerprint background check. While you hear what is being said, you really need to have a representative on this committee and this is the only person that has shown

Risk Management Website

www.ag.ohio-state.edu/~admin/handbook/riskmgt.htm