**Interview guidelines and methodology**

* The manual is a tool in order to conduct 30 interviews. Suggested relevant actors 15 from Slovakia/ 15 from Austria.
* Organisations shall be offered during the interview to sign *Letter of Intent* and support the Co-Age volunteers project if they are interested, and also become the members of Co-Age Volunteers International Network (eConcept).
* Relevant organisations (suggestions): Senior care organisations/ clubs/centers; youth organisations or NGOs volunteering with seniors; regional social care office (in relevant regions of Austria and Slovakia, in Slovakia usually part of District office or Town Hall)
* During the interview also missing data for Analysis that could not be collected during the secondary research

**Interviews**

Structured interview represents a very efficient option for subsequent use of the information obtained. Although it is a relatively demanding task (especially in terms of time and expertise), it has several major advantages:

· Possibility of direct interaction with respondents and immediate explanation of important contexts and possible questions on the spot

· Possibility to verify the data from secondary research and questionnaire or obtain additional information immediately

· Higher relevance of the information obtained - the interview allows a deeper insight into the topic, eliminates the problem of short and little-telling answers (as in the case of a questionnaire survey) and adds more weight to the questionnaire itself

· Establishing personal contacts, which are essential for the subsequent implementation of the resulting interventions

 Realization of interviews includes a large number of activities in order to implement data collection efficiently.

**There are 3 basic phases of the implementation of a guided interview:**

**1.** **Before the interview**

The preparatory phase of the interview regulates the initial contact between the interviewer and the respondent. After final approval of the structured interview questions, the LP/PP will send an official email to responding organization explaining the purpose of the interview, request to participate, request to identification of a suitable person / persons (for example project manager, communication manager, expert) for conducting the interview and name and contact of external evaluator. The Interviewer will propose a suitable date via email and agree with each respondent on suitable time to conduct the interview. Before the interview, Interviewer will prepare materials for the meeting, including information from secondary research and questionnaires, or information available on the website and social network of the organization.

**2.** **Interview**

The interview realization is crucial for the relevance of the information obtained and for its completeness. During the interview, the Interviewer must in particular:

· Introduce himself/herself, present the Co-Age Volunteers project in a nutshell, present goals of the interview with emphasis on the benefits for the respondent - the opportunity to be involved in the project activities and benefit from volunteering enhancement.

· Create a supportive atmosphere, adapt the course, pace and structure of the interview dynamically to the needs and preferences of the respondent

· Respond appropriately to situations and problems encountered during the interview.

· Continuously summarize and verify the respondent's answers

· Carefully record the respondent's answers in writing / recording, in as much detail as possible

· Continuously monitor the time devoted to the interview (should not exceed 30 minutes).

· Thank for the time and information and establish further contact for the possibility of additional information needed after the interview.

**3.** **After the interview**

After the interview phase it is important for the transfer of the information obtained into a usable format and structure. At this stage, evaluator is responsible for the following activities:

· Completion of the interview notes in a sufficiently short time after its realization

· Thank you email dissemination

· Check the results of the interviews - especially in terms of their consistency (e.g. clarification of possible discrepancies within the project partner's responses to other project partners, information from secondary research or questionnaire)

· Subsequent contact or communication, if any information is missing / inconsistent

· Evaluation report completion

**Organizations selected for the interview will be mostly collected from the Questionnaire activity. The main criteria are:**

· Willingness and motivation to support Co-Age Volunteers project

· Relevant target group of volunteers engaged by the organization

· Relevant beneficiary target group of seniors engaged by the organization

· Significant number of volunteers and seniors organization cooperation works with

· Organization capacity

· Organization reputation

It is important to mention at the beginning of the interview that the aim of Co-Age Volunteer project is not to create a competition or duplicate organizations’ activities, but rather extend/enhance it and provide some additional benefits (i.e. trainings, etc.) for the volunteers that organization works with and increased capacity of the Respondent. The Interviewer should discuss specific areas and synergies for possible cooperation. At the same time, the Interviewer shall gain information on regional specific situation, risks, obstacles, and recommendations for improvements of the Co-Age Volunteers project, that should be reflected in the Analysis.

**Interview Questionnaires**

· Each interview should be recorded in a form of interview protocol (30 minimum)

· For basic information see interview guidelines and methodology

· Feel free to expand and add the questions organically based on the interview development

· 3 sets of questions are prepared in order to gain information from target organisations – set for organisations working with senior citizens; organisations working with youth and regional social care offices

* **Organisations working with seniors**

|  |  |
| --- | --- |
| Question | Answer |
| **Do you have any experience working with volunteers and would you like to get involved in such a collaboration?** (Describe the main positive and negative experience gained so far) |  |
| **What do you see as a main obstacle for voluntary work in your organisation?** |  |
| **Do you see any benefits for your clients from collaboration with young volunteers?** |  |
| **What skills do you need the volunteers to have?** |  |
| **How much time do you need the volunteers to dedicate the activity/how often in order to make it effective?** |  |
| **Are you able to provide sufficient support for volunteers?** (E.g. specific training if needed, responsible person, legal documents, health and safety measurements, etc.) |  |
| **What volunteer age group are you interested in the most?** |  |
| **Do you see the possibility of including foreign (Austrian/Slovak) volunteers in your organisation? What might be the biggest challenges of their involvement?** |   |
| **Are there any other relevant information you would like to share that you consider important regarding volunteering with seniors in your organisation?** |  |

* **Organisations working with youth**

|  |  |
| --- | --- |
| Question | Answer |
| **Would you like to get involved in volunteering with senior organisations?** (What positives do you see in such a cooperation?) |  |
| **What are the main challenges that you see in such a cooperation?** |  |
| **Are your volunteers able to dedicate your time regularly?** |  |
| **Are you willing to prepare for this type of volunteering with specific training if needed?** |  |
| **What are your expectations from volunteering with seniors?What would volunteers like to learn?** |  |
| **Are there any specific needs of volunteers that need to be taken into consideration from your experience?**(provide examples) |  |
| **Do you see the possibility of including foreign volunteers (Austrian/Slovak) in your organisation? What might be the biggest challenges of their involvement?** |  |
| **Are there any other relevant information you would like to share that you consider important regarding volunteering with seniors in your organisation?** |  |

* **Social care offices**

|  |  |
| --- | --- |
| Question | Answer |
| **Have you ever cooperated with volunteers? Please, describe what positive experience and what challenges you faced.** |  |
| **Are there any legal/administrative/personal/financial etc. challenges you might be facing while working with volunteers?** |  |
| **Would you be interested in such cooperation? If not, why? If yes, what benefits would you see in it?** |  |
| **Is your organisation able to provide training/support for the volunteers?** (E.g. responsible person, legal documents, training, consultations, safety during the voluntary work, etc.) |  |
| **Do you see the possibility of including foreign volunteers (Austrian/Slovak) in your organisation? What might be the biggest challenges of their involvement?** |  |
| **Are there any other relevant information you would like to share that you consider important regarding volunteering with seniors in your organisation?** |  |