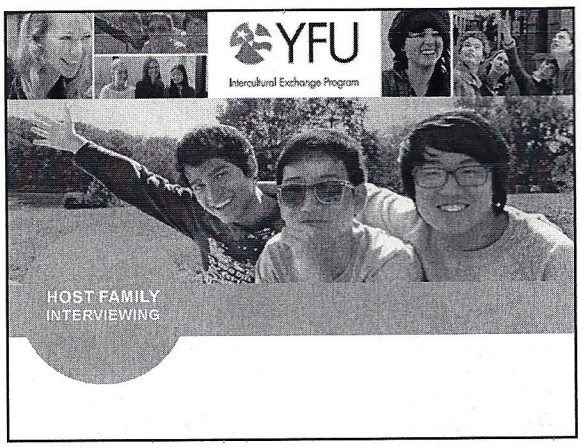
Host Family Interview Training

Developed by Certified Trainers Madeleine Henderson, Eastern Region and Claire Schnurr, Western Region 17.05.2016



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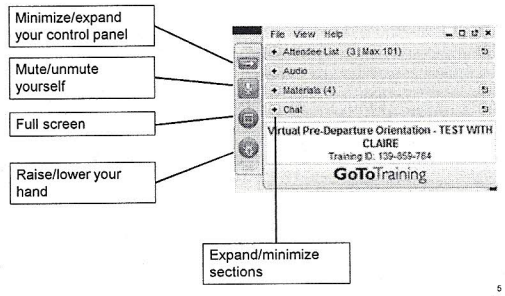

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OBJECTIVES

At the conclusion of this training, you should be able to:

- Find the interviewing resources (HF application, interview questions, report forms) on the website
- Identify the three key stages of the HF interview and articulate the interviewer's responsibilities when conducting the interview
- Uphold DOS and YFU regulations during the interview
- Demonstrate successful interviewing techniques
- List important factors to consider when completing interview forms and making a recommendation
- Complete and upload interview forms to my.yfu.org

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3 KEY STAGES
for a successful host family interview

Before the Interview	✓ Do your homework ✓ Get to know your family ✓ Arrive prepared
At the Interview	✓ Know your responsibilities ✓ Obtain necessary information ✓ Be attentive & prepared to report meaningfully
Completing the Forms	✓ Assist in completion of the application ✓ Compliant forms maintain YFU integrity

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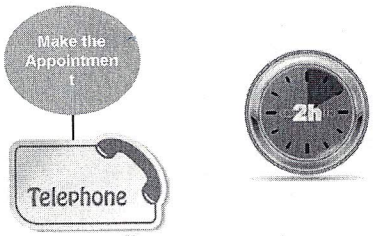
BEFORE THE INTERVIEW

STEP 1 Set up the interview



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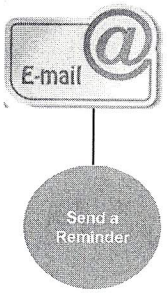
BEFORE THE INTERVIEW



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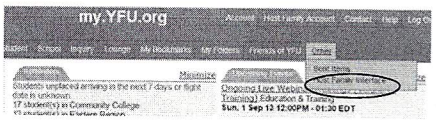
BEFORE THE INTERVIEW

STEP 2 Read the host family application

Log into my.yfu.org



Save and refer to handouts to help you access and submit forms

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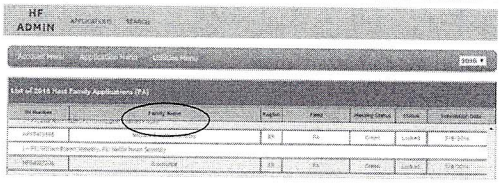
BEFORE THE INTERVIEW



▶ Use **Control + F** and type in the family name

Click to highlight family name

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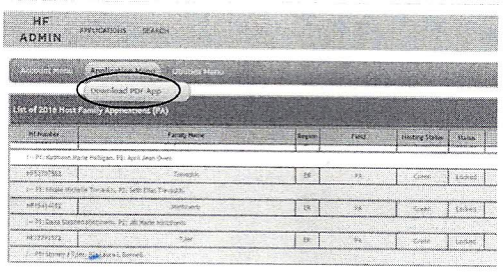
BEFORE THE INTERVIEW



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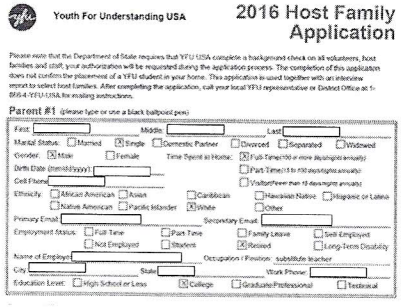

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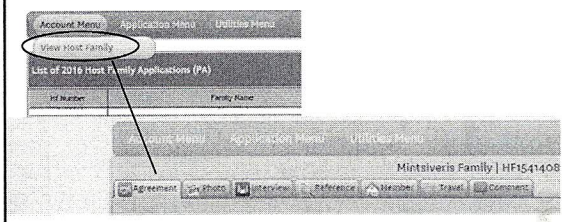
BEFORE THE INTERVIEW

STEP 3

Where is the family in the application process?



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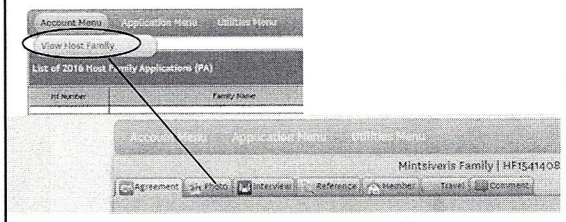

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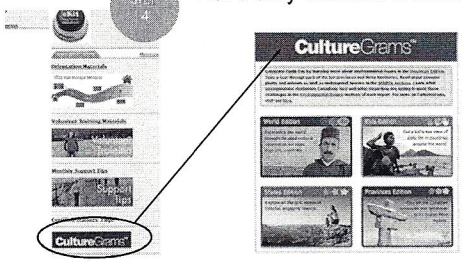
BEFORE THE INTERVIEW

STEP 4

Have they selected a student?



NO student photos until application is complete

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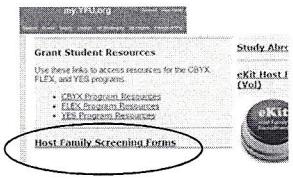
BEFORE THE INTERVIEW

STEP 5

Prepare a packet



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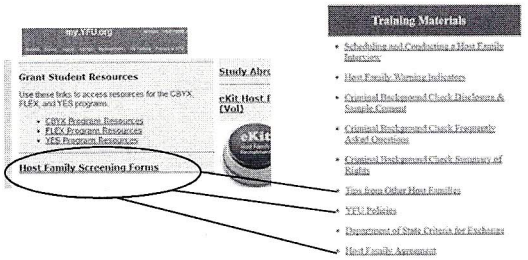
BEFORE THE INTERVIEW

PACKET CONTENTS



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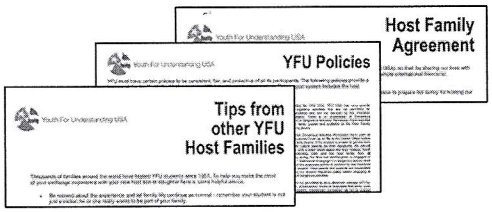
BEFORE THE INTERVIEW

PACKET CONTENTS



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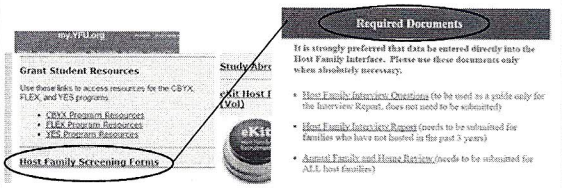
BEFORE THE INTERVIEW

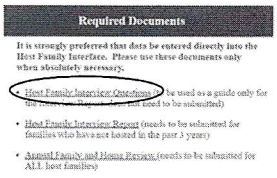
STEP 0

Get to know your role



Familiarity with questions & reports allows you to guide conversation & take notes.

BEFORE THE INTERVIEW



The interview questions are a guide for your notes which you use for the reports.

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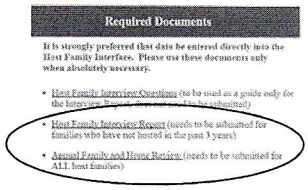
BEFORE THE INTERVIEW

Families who have **not hosted with YFU** within the last 3 years must have **TWO** interview forms completed.



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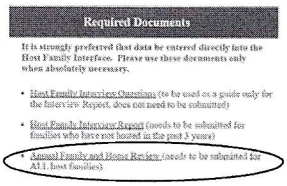
BEFORE THE INTERVIEW

Families who have **hosted with YFU within the last 3 years**, need only **ONE** report (*Annual Family and Home Review*).



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BEFORE THE INTERVIEW

BE FAMILIAR WITH REGULATIONS.

Department of State regulations for the Host Family Interview

- Must be in the home
- Must include a home inspection
- All family members must be present
- Interviewer cannot conduct reference checks or SEE visit
- Family orientation cannot be done at the time of the interview
- Families must be completely vetted before seeing student photos .

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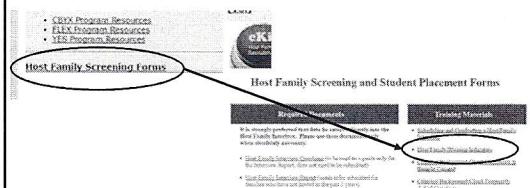
BEFORE THE INTERVIEW

BE AWARE OF WARNING INDICATORS



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BEFORE THE INTERVIEW

Warning Indicators in the Selection of a Host Family

1. Family Relationships and Communication
2. Motivation for Hosting
3. Community/School Connection
4. Cross-Cultural Awareness
5. Organizational Commitment
6. Previous Hosting Problems

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BEFORE THE INTERVIEW

KNOW EXPECTATIONS FOR FAMILIES

Host Family responsibilities:

- ✓**Financial** – separate bed, suitable study area, *3 meals per day*; HF decides how much to spend on extras
- ✓**Guidance** – emotional support; school and medical decisions
- ✓Assist with **transportation**
- ✓**Orientations** (4)
- ✓Be available for **monthly contacts**

Provide lunch ingredients or pay for school lunches.

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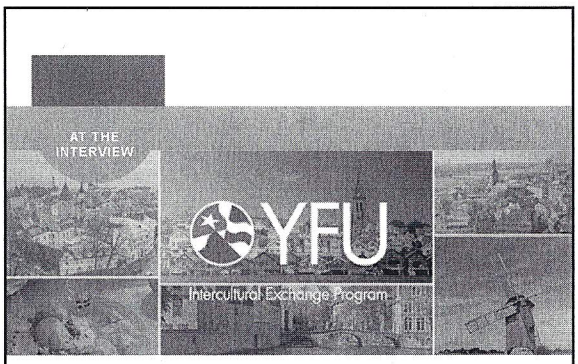
BEFORE THE INTERVIEW

- ✓ Setting up the interview
- ✓ Locating and reviewing the HF application
- ✓ Locating handouts and preparing the packet
- ✓ Locating interview questions and reports
- ✓ Fulfilling Department of State regulations
- ✓ Being alert to warning indicators



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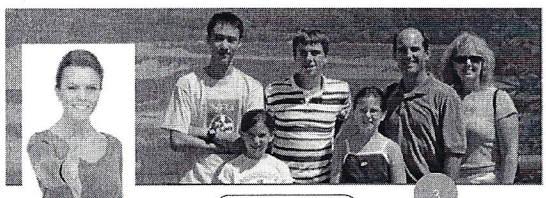
AT THE INTERVIEW



1. Introduce yourself
2. Introduce the interview
3. Get to know your family

AT THE INTERVIEW

Best Practices During the Interview

1. QUESTION / LISTEN ACTIVELY / ENCOURAGE
2. OBSERVE
3. EVALUATE

AT THE INTERVIEW

Conduct Your Interview

- Use the interview questions
- Follow up with supplementary questions
- Use opportunities to set realistic expectations

*Students hope to be **family members**, not guests or visitors.*

AT THE INTERVIEW

Make Your Interview an Interactive Discussion

QUESTION / LISTEN ACTIVELY / ENCOURAGE

- Set a positive, friendly tone
- Ask open-ended questions
- Encourage realistic expectations
- Guide the choice of a student

AT THE INTERVIEW

Consider as open-ended questions

- ✓Do you have an evening routine that you would expect your student to adopt?
- ✓How would you feel about having your student on a school sports team that has a 5-6 day/week commitment?
- ✓What do you like to talk about during dinner? Would you want a student who is interested in current events?
- ✓Would you allow/encourage a student with different political or religious or social opinions?
- ✓What do you hope to learn from your student?
- ✓How does your family express affection?
- ✓How do you spend your weekends? Would you have plans for your student on the weekends or are weekends free time for student to schedule outside the home?
- ✓When you think of your student and his/her activities, how busy or not busy do you hope s/he will be?

AT THE INTERVIEW

OBSERVE

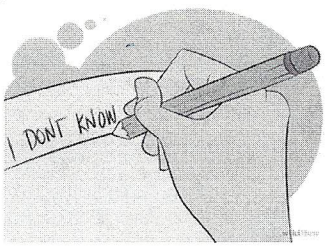
- Anything unusual about the answers?
- Does one person do all the talking?
- Are any family members uncomfortable?
- Are the answers straightforward? Evasive?
- Do family members have incompatible levels of commitment or expectations?

AT THE INTERVIEW

EVALUATE

- How do <u>you</u> feel about the responses? The tone?
- Will you recommend enthusiastically or with reservations?
- Record and report any concerns

AT THE INTERVIEW



- ✓ Don't think that you have to know everything … but find answers
- ✓ Provide your contact information
- ✓ Follow up if you said you would

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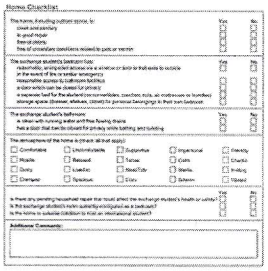
AT THE INTERVIEW



SEE visit also uses Home Checklist

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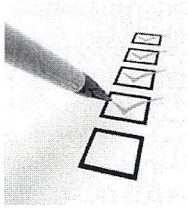
AT THE INTERVIEW



Before you leave

- ✓ Did all family members participate?
- ✓ Are house pictures uploaded?
- ✓ Host Family Agreement signed?
- ✓ Application fully completed?
- ✓ Describe next steps for placement
  - ** recommending / not recommending
- ✓ Leave your contact information.
- ✓ Say *Thank You!*

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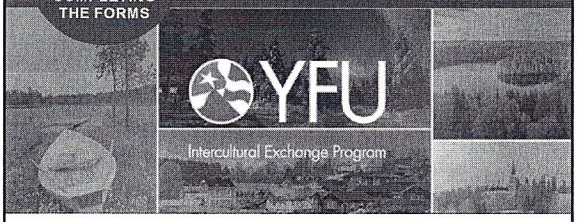
At the Interview

- ✓ Setting the tone for the interview
- ✓ Encouraging interactive discussion
- ✓ Using the interview questions and supplementary questions
- ✓ Observing words, body language and interactions
- ✓ Obtaining necessary information and documents
- ✓ Evaluating and making your recommendation
- ✓ Conducting the home inspection

COMPLETING THE FORMS



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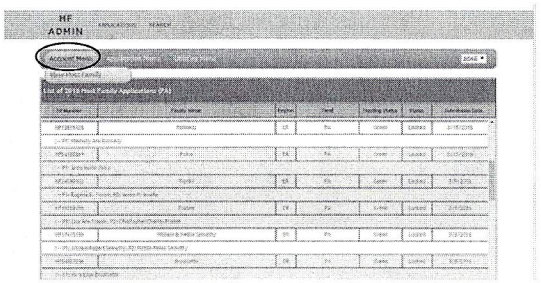
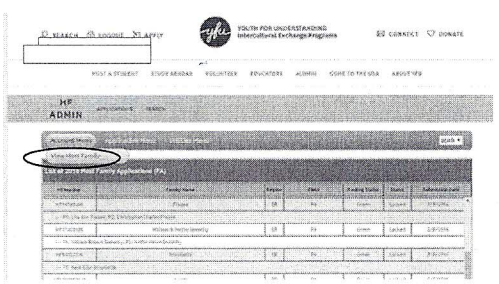
COMPLETING THE FORMS



YOUTH FOR UNDERSTANDING

COMPLETING THE FORMS



YOUTH FOR UNDERSTANDING

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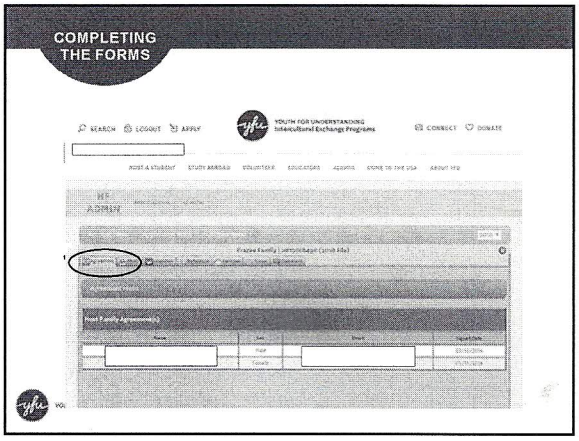

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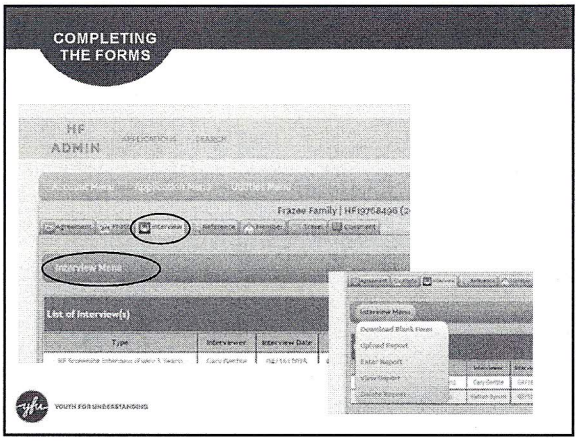

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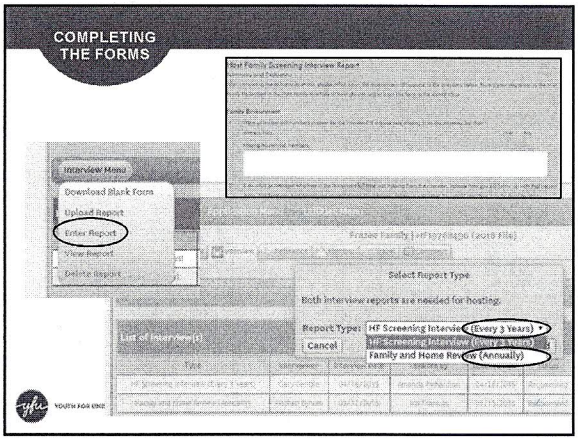

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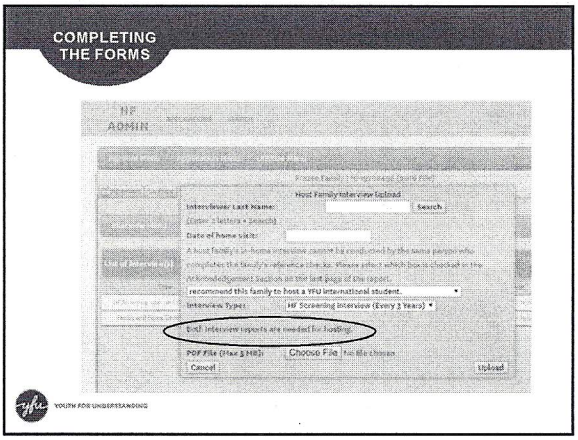

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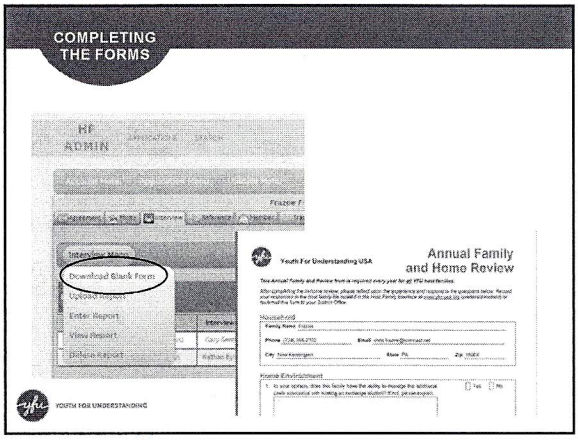
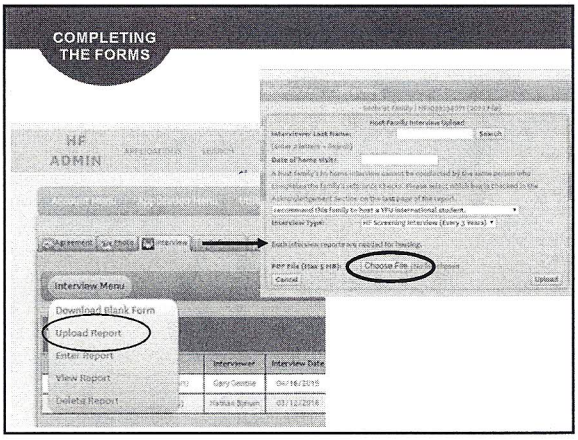
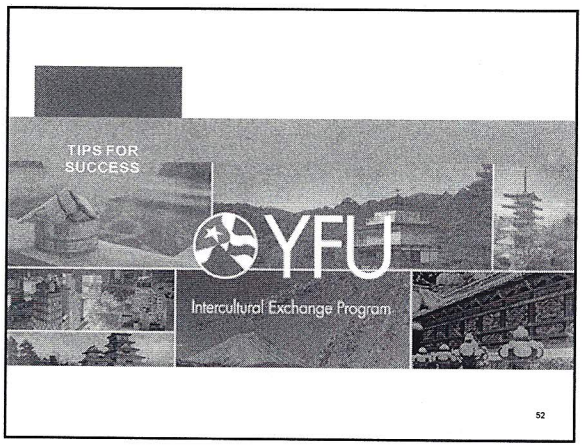


COMPLETING THE FORMS



COMPLETING THE FORMS

- ✓ Determining the status of the family's application
- ✓ Locating the interview forms
- ✓ Selecting the appropriate form/s
- ✓ Completing and entering forms online
- ✓ Downloading blank form/s; submitting by upload, mail or fax



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TIPS FOR SUCCESS

PREPARE

- ✓ Do your homework! Preparation is key.

QUESTION / LISTEN ACTIVELY / OBSERVE

- ✓ Be personable, friendly and appropriate.
- ✓ Pay attention to details.
- ✓ Be professional. You are the face of YFU.

EVALUATE / SUBMIT REPORT

- ✓ Complete your forms accurately & submit promptly.
- ✓ ***Save your notes.***

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OBJECTIVES

How did we do?

Can you:

- Find the **interviewing resources** (HF application, interview questions, report forms) on the website
- Identify the **three key stages** that define the interviewer's responsibilities for conducting a host family interview
- Uphold DOS and YFU **regulations** during the interview
- Demonstrate successful **interviewing techniques**
- List important factors to consider when **completing interview forms** and **making a recommendation**
- Complete and **submit interview forms** to my.yfu.org

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