



Eurasian Coalition
on Male Health

How to organize the Volunteers Management System?

Webinar for the subrecipients of the Right for Health Program implemented by Eurasian Coalition on Male Health (ECOM)

9th of August 2018

Agenda of the webinar:

1. The definition and main principles of volunteering.
2. Potential tasks for volunteering in LGBT NGOs.
3. Management of volunteering: involving and recruiting of volunteers, induction and training, supervision and evaluation of volunteer's input.
4. Recognition and reward
5. The model Volunteers Policy.
6. Technical assistance with adaptation and implementation of the Volunteer Policy.
7. Questions and answers

Who is a Volunteer and what is Volunteering?

Volunteer is a person who freely offer his/her time, efforts, knowledge and skills to help other people and the environment.

Volunteering is an unpaid, consent and free-will activities doing for the good of society.

*«What is the essence of life?
To serve others and to do good»
Aristotle*

***If somebody spend his time,
why does not he expect any
reward?***

Firstly an individual thinks over which problems are more important for him, how he can help, what resources he can offer. In such way he clarify the own goals.

Although a volunteer works without a payment, however he get a nonfinancial incentive.

Every day we faced with plenty of problems. How can we lend a hand to change the situation?

It is important for an organization to find out why an individual makes a decision to be a volunteer?

A questionnaire of volunteer and an informal interview are a good way to get acquainted and to find out more about a potential volunteer.



Why people want to be volunteers?

Values and principles of volunteering

Personal

- Own free will
- Responsibility
- Personal development
- ...

Thematic

- Non-discrimination
- Activism
- Mobilisation of LGBT community
- ...

Organizational

- Team work
- Mutual respect
- ...

The values and principles of an organization are included into the Volunteers Policy.

Why organization needs a volunteers?



Every organization should identify reasons, why it is going to involve volunteers.

There are a wide number of tasks for volunteers: from simple unqualified duties (like sticking on stamps or copying docs), to promotion of an organization or advisory and expert activities.

Potential volunteering tasks in LGBT NGOs:

- Provision the HIV/AIDS and male health related services
- Advocacy and public awareness events to raise attention to problems of the LGBT community
- Capacity building of the Organization

The list of tasks can be specified and extended depending on the strategic objectives of the organization.

Provision the services related to HIV/AIDS and male health

- Informing, motivating and involving clients to the Organization's programs
- Consulting on sexual health, infectious diseases prevention and other topics
- Organizing and facilitating the self-help groups for LGBT and other activities of mutual support
- Other

Advocacy and public awareness events to raise attention to problems of the LGBT community

- Participating in public events and informational campaigns on HIV/AIDS, advocacy, improvement the access of gay, bisexual and other men who have sex with men, transgender people to health services
- Facilitating discussions and social networks groups, mailing lists on HIV/AIDS, male health and other issues related to the LGBT community.
- Participating as recruiters, interviewers, analytics etc. in research, studies on male health, needs of the LGBT community and other issues
- Taking part in a monitoring of human rights violence and documenting cases of discrimination against LGBT people.
- Acting as a speaker of advocacy and media campaigns conducted by Organization
- Other

Capacity building of the Organization

- Providing consultative and advisory assistance on any subject which is Volunteers' expertise (including, HIV/AIDS, male health, LGBT mobilisation, human rights, protection against discrimination)
- Participating in fundraising activities
- Assisting in overall and projects management within the Organization (internal communication, duties, other tasks).
- Other

Management of volunteering

Coordinator / Manager

involving and recruiting of volunteers

induction and training

supervision and evaluation of volunteer's input

What expenses does an organization bear to manage volunteers?

There is a wrong opinion that an organization pay nothing to volunteers, but just use their free-of-charge job.

However an organization has significant in-kind and at times financial expenses related to volunteers' work:

- Members of staff who manages volunteers
- Training
- Work place
- Other expenses

A Volunteer's Coordinator/ Manager

is a member of staff who is in charge of overall management of volunteering, which include :

- *Assessing and planning the needs of Organization in volunteers (which activities, how many tasks, terms)*
- *Involving potential volunteers (informing, searching, creating a database of contacts and interests)*
- *Recruiting volunteers according the Organization's needs*
- *Conducting an induction session and training*
- *Giving assignments and nominating the members of staff for supervision*
- *Providing supervision*
- *Evaluating volunteers' work and providing feedback.*

Needs assessment and planning:

Ask all staff to make a list of tasks and functions which could be assign to volunteers.

- **What tasks are you going to set for volunteers?**
- **How often? How many volunteers do you need?**
- **What skills/ competences should volunteers have?**

Bear in mind, volunteers do not replace staff and not do its job! Volunteers just provide support and help.

Looking for volunteers

Why a volunteer should choose your organization?

How a potential volunteer get know about your organization?

Inform potential volunteers through various means of communication:

- Web-site
- Social networks
- Announcements and business cards
- Presentations
- Private contacts
- Word of mouth
- Other relevant and effective means

Recruitment of volunteers

- Provide an information about an organization, respond to questions
- Find out more about a potential volunteer (a questionnaire)
 - Make an acquaintance, conduct an informal interview.
 - If a task require the special knowledge and/ or skills, ask a volunteer to submit a confirmation and/ or recommendation.
 - If it is necessary, ask a health certificate

The Questionnaire of Volunteer

The Questionnaire is an annex of the model Policy. You can extend or specify it according to the needs of your organization.

- Name, contacts
- Motivation
- Experience of volunteering
- Tasks and working hours preferences
- Hobbies and interests

A large, light blue downward-pointing arrow is positioned between the list of questionnaire items and the database text, indicating a flow or process.

Database of potential volunteers

Starting a work

Give an
assignment

Nominate a
member of
staff

Induction
and/ or
training

Sign a
contract

Induction and training – is conducted by a Coordinator and/ or nominated member of staff

Induction

General information about the organization:

- Programs
- Working hours
- Contacts
- Internal communication
- Safety protection

Volunteer's rights and responsibilities

Training

- Is provided if necessary, depending on a task and a level of competence of a volunteer.

School of Volunteers – trainings on a permanent base for current and potential volunteers.

Volunteer has a right to:

- Do his/her job according to the own motives, abilities and needs, if this job is compliant with the values and goals of the Organization and not in contradiction with the national legislation
- Be informed about tasks and deadlines
- Get induction and training from Organization as well as support during his/her work and feedback
- Get recognition if his/her contribution into the Organization's activities according to the Organization's internal policy and output of his/her work
- Choose options for the personal and professional development during volunteering
- Have access to Organization's internal policies, procedures and other information is needed for task performance
- Get reimbursement of his/her expenses which are agreed with the Organization before starting work
- Respect and non-discrimination
- Have an advantage in hiring
- ...

Volunteer is responsible for:

- **Carrying out tasks on time and inform the Coordinator about the work progress, problems and changes**
- **Respecting confidentiality regarding Organization's clients and Organization**
- **Respecting the values of Organization and not bring it into disrepute**
- **Taking a good care of the Organization's property**
- **Complying with the Organization's policies and procedures**

In the course of work

- A nominated member of staff provides a steady support to a volunteer, guidance, evaluation of achievements and problems.
- A Coordinator and/ or a nominated member of staff conduct supervision and give feedback
- Reimbursement of expenses need to be agreed before work.

If a Volunteer is not able to perform a task

Identify and discuss a heart of the problem:

Lack of knowledge, skills

Personal problems

Unwillingness to work

...

Suggest the options:

Training

Changing a task, working hours

Termination of volunteering

...

Recognition and reward

- Receiving an appreciation and personal acknowledgement (for instance, a certificate of recognition, a letter of appreciation, a honourable distinction, a list of the best volunteers)
- Publication the information about a Volunteer in a bulletin, on a web-site, other mass-media of the Organization
- Participation of Volunteer in offsite trainings, conferences, national and international events
- Providing a letter of recommendation or support to school/ university / permanent work place (at the request of a Volunteer).
- Other

«Volunteers are not paid because they are worthless, but because they are priceless»

Anonymous.

Evaluation of common input of volunteers.

- It is recommended to analyse and summarise volunteer's input and evaluates it as an in-kind contribution to a consolidated budget of the Organization.

Review the model Volunteers Policy

Model Volunteer Policy

Questionnaire of Volunteer

Contract

The Volunteers Policy

- **Consists of main aspects of management of volunteering**
- **It is recommended to read the national legislation before adaptation**
- **Specify and/ or add:**
- **Information about the organization (mission, values, strategic goals)**
- **Definitions according to the national legislation**
- **Rights and responsibilities**
- **Tasks for volunteers**
- **Specify the management procedures**

Questionnaire of Volunteer:

- Is a sample
- Specify/ add tasks according to the Policy, activities and working hours
- You can change the style of language (more formal or alternatively informal), add introduction

Contract/ agreement with a volunteer

Use the template of a contract which recommended by a national regulation.

There are some key provisions need to be featured in a contract:

- List of assignments
- Place of work and working hours
- Name of supervisor
- Reimbursement of expenses
- Rights and responsibilities

**Technical assistance with
adaptation and
implementation of the
Volunteer Policy.**

Format and terms of technical assistance.

- Every organization can get an individual technical assistance with adaptation the Volunteers Policy.
- What? A scope and a content of assistance will be negotiate with your organization.
- What methods? Distance consultations and commenting drafts
- How? By e-mail and/ or Skype.
- When? Till August 31, 2018.

Questions and answers