

# PARTNERING FOR UN VOLUNTEER WELL-BEING





*UN Volunteers participated in the Blue Room talks at the UNV Partnerships Forum 2014. From left to right: Moses M. Zangar Junior, Ioseba Amatriain Losa, Kirithi Jayakumar, Merjam Wakili of Deutsche Welle Akademie, Sathaboramana Kheana, Bobbie Baker, Wei Li, Samar Mohamed Wahba and Bip Nandi. (Friederike Rohmann/DW Akademie, 2014)*

## INNOVATION IN VOLUNTEER ACTION

**The UNV Partnerships Forum ‘Innovation in Volunteer Action’, the first of its kind, was a resounding success, drawing over 100 participants from partner UN Member States, UN entities, regional organizations, volunteer-involving organizations, civil society and the private sector. UNV organized the two-day forum in collaboration with the German Federal Ministry for Economic Cooperation and Development (BMZ) and the Federal City of Bonn.**

# UNV CONDITIONS OF SERVICE FOR INTERNATIONAL UN VOLUNTEERS

(effective 1 March 2015)

UNV is sharpening its focus on adapting to the changing needs of its UN partners, while providing safe and adequate support to UN Volunteers who dedicate their skills to further peace and development globally. In this context, UNV has instituted a new set of Conditions of Service which benefit international UN Volunteers and UN partners.

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## MAXIMUM TIME OF SERVICE

International UN Volunteer service is capped at four years and two years as a UN Youth Volunteer.

have been increased in line with the cost of living in countries of assignment using the International Civil Service Commission post adjustment multipliers.

## LIVING ALLOWANCES

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## UNV CODE OF CONDUCT

The revised UNV Code of Conduct incorporates best ethics practices and defines misconduct and internal disciplinary procedures. UN Volunteers must also abide by UN agencies' codes of conduct.

The Well-Being Differential will replace the Hazardous Duty Station Supplement. UNV will determine the differential in line with International Civil Service Commission guidance by weighing extraordinarily difficult living conditions, excessive physical hardship, Rest & Recuperation cycles, and notably unhealthy conditions.

## WELL-BEING DIFFERENTIAL

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## PATERNITY LEAVE

UN Volunteers with at least a three-month contract will receive 10 consecutive days of paternity leave within three months of the birth of their child.

UN Volunteers who have completed their initial contract will be offered 30-days post-service coverage and will be eligible to purchase up to six months of subsequent coverage from UNV's insurance provider.

## POST-SERVICE MEDICAL INSURANCE EXPANSION

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## ASSIGNMENT, HOME AND REPATRIATION TRAVEL AND RESETTLEMENT ALLOWANCE

UNV covers this travel, paying for the least costly direct economy ticket. From 1 March 2015, resettlement allowances disbursed at the end of an assignment have increased by 25%.

# INTERNATIONAL UN VOLUNTEERS

International  
UN Volunteers  
in 2014

filled  
**4,656**

or  
**72%**  
of UNV  
assignments

**53%**  
from countries  
of the South

**38%**  
women

recruited globally for their technical and professional expertise

make a specialized contribution to peace and development programmes

have requisite academic and technical qualifications

bring a minimum of two years of relevant professional experience

average age 40 years old

The changes to the international Conditions of Service are the outcome of an exhaustive review process and extensive consultation with UN partners and UN Volunteers, which has resulted in the current reformulation to better suit the changing needs of UN Volunteers, retain UNV as an attractive cost effective modality to UN entity partners, and streamline volunteer management procedures globally.

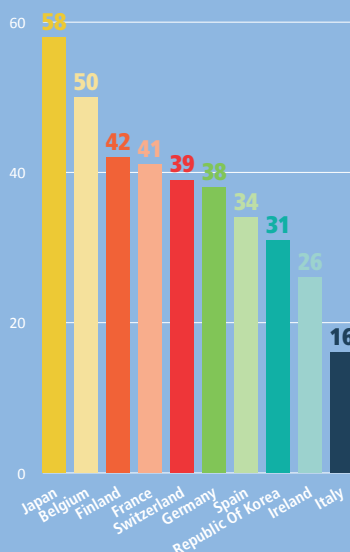
The international Conditions of Service enable UNV to support the efforts of our UN partners for transformational change at the national level, and will continue to help UN Volunteers to gain invaluable experience and technical skills which can serve them well when re-entering the paid workforce after volunteering.

## HOW WILL UN PARTNERS BENEFIT?

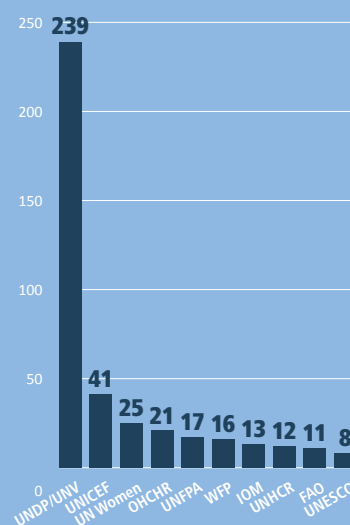
- Clearer structure of benefits and entitlements
- More efficient and effective provision of volunteer management support and care
- Enhanced well-being for volunteers in hardship situations
- Attraction of stronger talent
- A wider set of modalities and initiatives to respond more flexibly to Missions' capacities requirements

## FULLY-FUNDED UN VOLUNTEERS

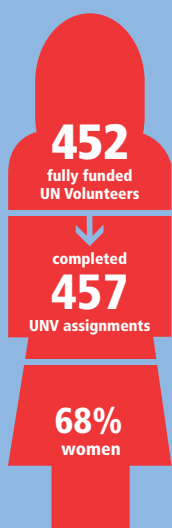
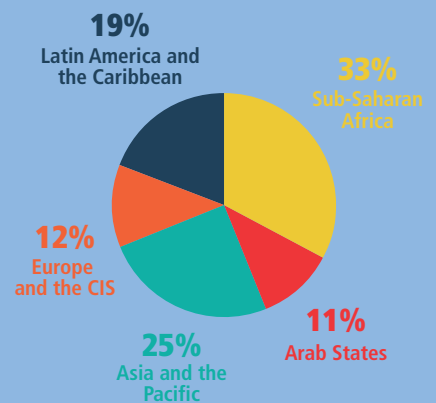
Top ten donors in 2014  
(number of fully-funded volunteers)



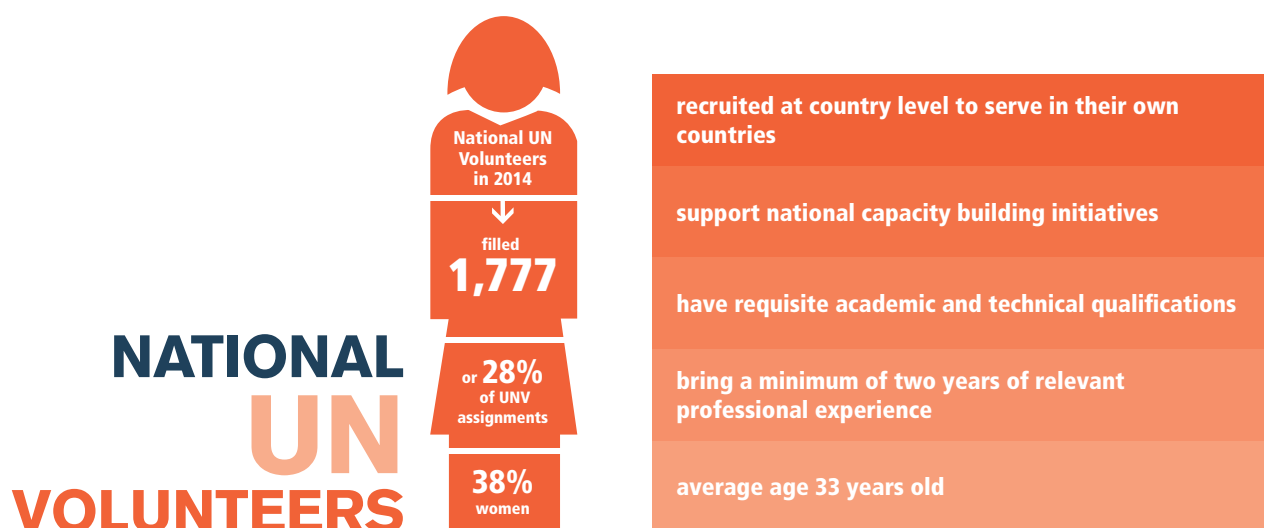
Main host UN partners 2014



Region of assignment 2014



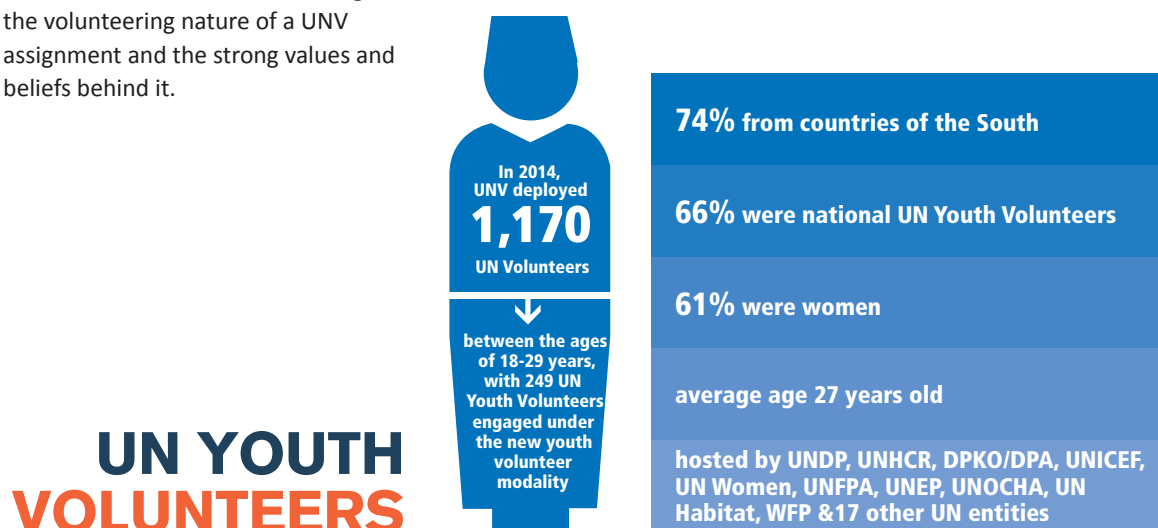
# VOLUNTEER LIVING ALLOWANCE METHODOLOGY FOR NATIONAL UN VOLUNTEERS



The methodology for establishing the Volunteer Living Allowance (VLA) country specific base rates was revised in 2014. The revised methodology references the salary scales of locally-recruited UN staff members, as the only secondary data source that is credible, reliable, universally and easily available. With this alignment and harmonization, the VLA rates safeguard the volunteering nature of a UNV assignment and the strong values and beliefs behind it.

Accordingly, as of 1 June 2015:

- Periodic adjustments of the VLA rates are aligned with the results of the comprehensive and interim local salary surveys for locally-recruited UN staff members in the general service category.
- UN Country Teams, comprising host UN partners, advise on national VLA rates with support from UNV Field Units, and may recommend up to three rates applicable in the country.



# ADDED VALUE OF UN VOLUNTEERS

as per UNV Baseline Survey 2014

In November 2014, UNV surveyed its volunteers to determine their satisfaction, engagement and well-being, and to gather suggestions for change. The survey, which targeted 6,305 UN Volunteers who had served anytime between 1 November 2013 and 31 October 2014, elicited a 56% response rate.

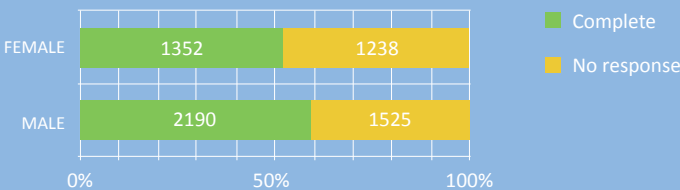
Accordingly, as of November 2014:

- 2,145 out of 3,168 UN Volunteers serving with UN entities reported a positive impact on primary beneficiaries
- 276 out of 374 UN Volunteers serving with governments, non-governmental and other organizations reported having a positive impact on secondary beneficiaries
- 1,689 out of 3,542 UN Volunteers reported having a positive impact on ultimate beneficiaries
- 95% of departing UN Volunteers considered the UN Volunteer experience and its learning opportunities valuable for their personal and professional development

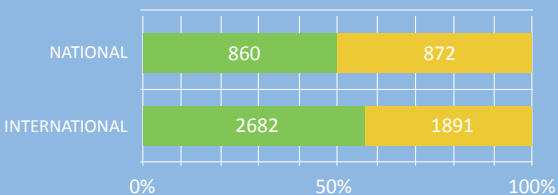
Response rate



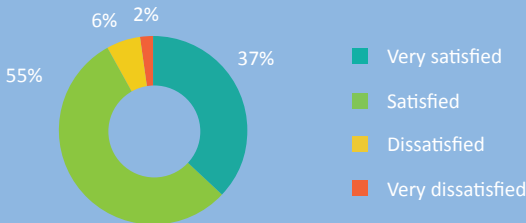
Response rate by gender



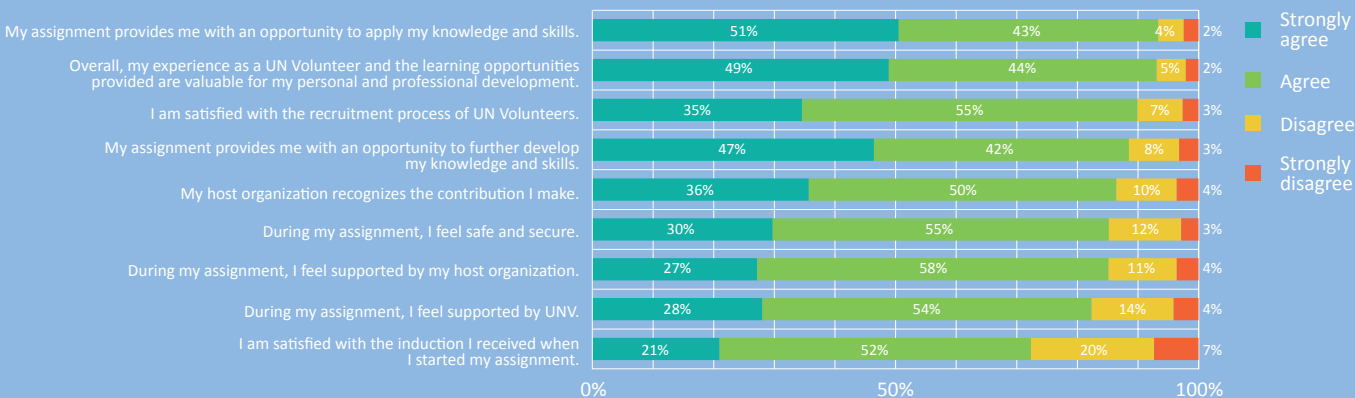
Response rate by type of assignment



Volunteer satisfaction: Overall, how satisfied are you with your experience as a UN Volunteer?



Volunteer satisfaction: To what extent do you agree with the following statements?





# INSPIRATION IN ACTION

## BLUE ROOM TALKS

A highlight of the UNV Partnerships Forum was the session titled, 'Inspiration in Action – Blue Room Talks'. Eight UN Volunteers from across the globe took centre stage to share stories and offer insights into the differences they are making in communities every day.

Representing over 6,300 UN Volunteers from various geographic and programmatic areas, the speakers included international and national UN Volunteers, a UN Youth Volunteer and a UN Online Volunteer. Their poignant stories of dedication, innovation, courage and humanity brought to tears to many eyes and touched every heart.

### ***“Volunteering changes lives.”***

*Bip Nandi (United Kingdom),  
UN Volunteer Paediatric Surgeon with  
UNDP in Malawi*

### ***“Volunteers build bridges between the people and the government.”***

*Wei Li (China), national UN Volunteer  
with the UNDP Macao Initiative for Carbon  
Sequestration through Sustainable Forest  
Management in China*

### ***“Volunteers bring inspiration and enthusiasm to development.”***

*Moses M. Zangar Jr. (Liberia),  
UN Volunteer Communications Officer  
with UNDP in Zambia*

### ***“National volunteers know their communities best.”***

*Samar Mohamed Wahba (Egypt),  
national UN Volunteer Education Specialist  
with UNICEF in Egypt*

### ***“Volunteerism is only a click away.”***

*Kirthi Jayakumar (India),  
UN Online Volunteer*

### ***“Engage in human rights for dignity for all.”***

*Sathaboramana “Mana” Kheang (Cambodia),  
national UN Volunteer LGBT Human Rights Officer  
with UNDP in Cambodia*

### ***“Youth volunteering is not the future. It is the present.”***

*Ioseba Amatriain Losa (Spain),  
fully funded UN Youth Volunteer Youth  
Counsellor with UNDP in Colombia*

### ***“To build and maintain partnerships, we have to work hard to work together.”***

*Bobbie Baker (Ireland),  
UN Volunteer Water and Sanitation Engineer  
with UNHCR in Sudan*

# UN ONLINE VOLUNTEERS

The UN Online Volunteering service boasts a 94% satisfaction rate with collaboration between volunteers and partner organizations. UN Online Volunteers report feeling recognized for their contribution and affirm that their online volunteering experience has enhanced their own well-being.

Serving via the Internet, UN Online Volunteers contribute to success across UNV's priority areas.

## Securing access to basic social services

29 UN Online Volunteers supported the Ghanaian non-governmental organization Campaign for Learning Disabilities, developing its strategic plan, researching partner organizations and producing funding proposals, manuals for teaching children with disabilities and flyers on learning disabilities.

## Community resilience for environment and disaster risk reduction

9 UN Online Volunteers translated press releases from English into Korean for the UN International Strategy for Disaster Reduction, facilitating information sharing on disaster reduction successes in the Republic of Korea.

## Peacebuilding

1 UN Online Volunteer reviewed and edited reports for the Justice and Reconciliation Project, which disseminated research on the conflict in northern Uganda.

## Youth

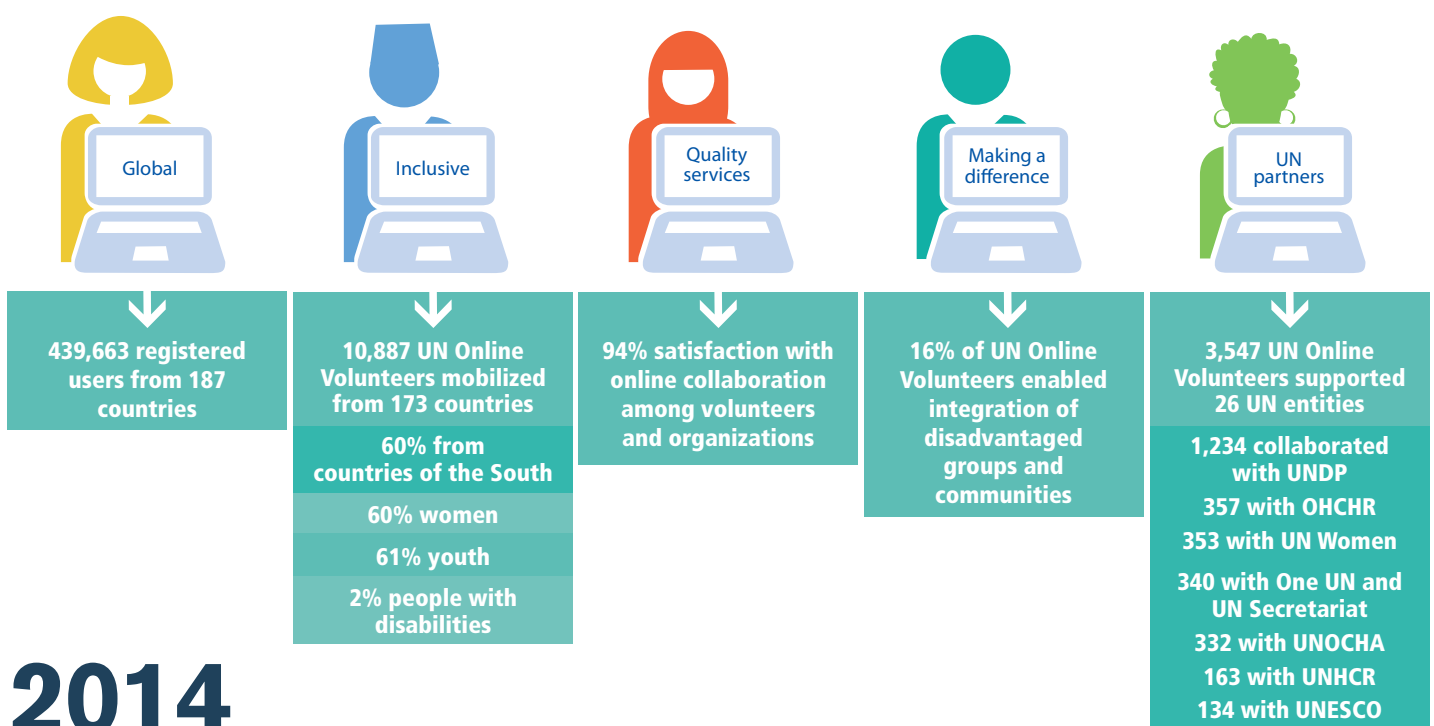
6 UN Online Volunteers researched and drafted a report on the influence of ICT and social media for the World Assembly of Youth, based in Malaysia.

## National capacity development through volunteer schemes

3 UN Online Volunteers developed communication materials, a logo, website and promotional campaigns for the National Youth Volunteer Programme in Burundi. This joint Government of Burundi/UNDP/UNV programme promotes and strengthens youth volunteer engagement in Burundi.

## Knowledge and innovation

2 UN Online Volunteers collaborated with UNDP China to record the audio version of the China National Human Development Report, *Sustainable and Liveable Cities: Toward Ecological Civilization*. This audio-book adaptation was among the first signature UN publications made available in digital audio media, which made it accessible to a wider audience, particularly to those with reading or sight difficulties or learning preferences.



# 2014