UN COMMUNITY VOLUNTEERS

IMPLEMENTATION GUIDELINE

Version 1.0

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1. Purpose

This document guides UNV Field Units, Regional Offices and, when relevant, Host Entities to implement at the country level the newly established UN Volunteers contractual category-UN Community Volunteers. In other words, all you need to know when entering the business development and implementation phase. It is a complementary document to UN Community Volunteer Policy Note and Standard Operating Procedures (SOP) document on UN Community Volunteer category. The document is prepared based on lessons learned from pilot projects that were supported by UN Community Volunteers who served in 2018 in Colombia, India, Serbia, Nigeria, Guatemala and previous years in Bolivia.

The goal of the document is to support smooth and efficient deployment of UN Community Volunteer and provide excellent service to UN Entities and Volunteers themselves.

The UN Community Volunteer modality is distinct because of its focus on service and project delivery for local communities. This means potentially large numbers of UN Community Volunteers working in remote areas, in local languages with limited access to technology. There will therefore be important differences in implementation, including the recruitment of Community Volunteer Coordinators to perform various tasks indicated in this guideline.

This is a living document which will be updated based on inputs from the UNV field and regional offices.

2. Business Development and Description of Assignment (DOA)

The main purpose of this contractual category is to address partners needs in mobilizing mass numbers (50 or more) of volunteers in local communities within a short period of time. With the reducing number of UNV Field Units, recruitment and management of this category is transaction heavy for UNV, unless there is a dedicated capacity supported by the host agency (eg. UN Community Coordinator). The UN Community Volunteers category should avoid replication and substitution of other National UN Volunteer categories (Senior, Specialist, Youth and University) and have specific profiles that can support the locally implemented projects in communities.

The UN Community Volunteer category is regulated under the Conditions of Service for national UN Volunteers together with Policy Note for UN Community Volunteers and follows the National UN Volunteer workflow in Volunteer Management Application Module (VMAM).

The DOAs created under this category should avoid indication of higher mandatory requirements that are specified in Policy Note:

- Age Limit: 18 and above
- Education: Basic education
- Work Experience: 0 years

DOAs created and approved within the UNV Regional Offices and UNV Field Units will be automatically published in UNV public website in one of three official UN languages (English, Spanish and French) that are supported in VMAM.

Every DOA should contain a paragraph on Duty of Care by Host Agencies (example below-Section 3). A template DOA on UN Community Volunteers can be found here.

3. Duty of Care

This is a standard text to be included in each DOA.

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and work-related context including security and relocation procedures.
- Support with administration and operational aspects including setting-up of bank accounts and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space [when applicable], equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to mandatory UN and UNV training;
- Access to shared host entity corporate knowledge, training and learning;
- Inclusion of the volunteer in emergency procedures such as relocation;
- Leave management (in eServices) or outside the system if volunteers have no access to e-Service;
- DSA for official travel, when applicable;

All changes in the Description of Assignment occurring between recruitment and entry on duty need to be formalized with the United Nations Volunteer Programme.

4. Advertisement

Host agency and UN Community Coordinator (with the support of Regional Portfolio Specialists and Programme Analysts) and are in charge to define the appropriate to the context advertisement and application procedure for DOAs created under UN Community Volunteers category which can be done using systems or outside the systems. When suitable, DOAs can be advertised in local sources such as newspapers, radios and other social media channels both in English and local languages. Applications can be processed manually if applications are received outside the system. In case DOAs are advertised in languages other official UN languages, the content should be in line with the original. Advertisement must indicate sensible deadline date as per agreement with the host entity and applications should be received until that date. In the spirit of inclusion, advertisement should reach the targeted group should create favorable environment for vulnerable groups to apply. Responsibility for the inclusive process lies with the host entity.

5. Application procedure

The default procedure for gathering applications for advertised positions is through VMAM. Depending on community circumstances (not having internet and/or computer access in community, language barriers of VMAM, limited-popularity of VMAM and UNV website in a given country/context) applications can be also gathered through eRecruit/eHire, email or in person application in UNV Field Unit offices (if exists) or host agencies. In case of necessity (specific projects in rural areas), UNV Field Unit Programme Assistants, UN Community Coordinator or Project Coordinator assigned by Host agency can gather applications directly in communities while promoting the project. Responsibility for transparency in application process lies with the host entity.

6. UN Community Volunteers Coordinator's role

Unique to the UN Community Volunteer category is the provision to recruit a UN Volunteer Community Coordinator. The UN Community Coordinator is the main support role in implementation of this category. The position should be funded by the host entity. UNV Regional Office and Field Unit colleagues are to secure funding for the Coordinator during the business development process.

The description of tasks of Coordinators could include but not be limited to the following:

1. Support to description of assignments (DOAs) development;
2. Developing advertisement techniques and recruitment process planning;
3. Community outreach for identification of candidates;
4. Support to candidate registration in VMAM;
5. Support to volunteer selection, recruitment, onboarding, contract management and reporting;
6. Support to facilitation of mandatory UN and UNV courses;

Host entities are free to designate additional tasks to the Coordinator function outside the recruitment and management of UN Community Volunteers.

A sample DOA for UN Community Volunteer Coordinator is saved here.

Regional offices and field units need to discuss the need for a UN Community Coordinator with the host entity. The role may or may not be necessary depending on the local context and project requirements. Factors to consider include:

- The number of UN Community Volunteers to be recruited;
- Communities location (e.g. remote, isolated);
- Infrastructure (e.g. internet/computer, banking access);
- Communication and language (languages other than official UN languages);
- Availability of potential candidates and possible challenges with identification and selection;
- The presence (or not) of a UNV field unit nearby for support;
- The readiness of the host entity to provide support to identification, selection and contract management (e.g. extension) of UN Community Volunteers.

With reduced size of UNV field units it is highly recommended to have UN Community Volunteer Coordinator position for the recruitment, onboarding and management of UN Community Volunteers.

UN Community Volunteer Coordinator function is recommended to be UN National Specialist Volunteers but can be also recruited as other National UN Volunteer categories including UN Community Volunteer. The coordinator function will be under direct supervision of Host Entity.

The Coordinator is recommended to be recruited as early as possible depending on the project context. H/she will undertake two weeks intensive auto-didactic online training facilitated by UNV related to volunteer recruitment and management (eg: UN Volunteers Conditions of Service, using VMAM for recruitment and management of assignments, leave management).

Table 1: Institutional Arrangements UN Community Volunteer Coordinators (based on Policy Note)

UN Community Volunteers	Community Coordinators	Specialist Coordinators
1-24	One strongly recommended	None
25-50	1	None
51-100	1	1
101 (plus)	Additional for every 25	1

All operations related to contract management in ATLAS HCM will be handled by UNV Field Units or UNV HQ Volunteer Service Center (VSC) as Coordinators are not expected to have access to ATLAS. Programme Assistants in UNV Field Unit and Regional Offices, Operations Associate in VSC will be responsible for hiring volunteers in ATLAS, processing monthly payroll elements, contract extensions and separation. Coordinator might need to support contract management e.g. liaising with host entity and volunteer for contract extensions, leave management, payments (in case bank transfer payment are not possible).

7. Registration of Candidates

In all cases, the details of selected UN Community Volunteers are to be registered in VMAM. Wherever possible, this should be completed by the user. For cases, where UN Community Volunteers [candidates] are not able to register in VMAM and apply for advertised DOAs, other solutions are required that will be specific to each situation. For example, the UN Community Volunteer Coordinator can support the candidates to create their own VMAM accounts (delegation of authority to be secured in written). Or the Coordinator can accept emailed or hand-written applications and record details in a database or spreadsheet. UNV ICTS and VSS will provide support to register candidates in VMAM based on this database file. The standard format of the database shall be used.

8. Identification and Selection

Volunteers can be identified through VMAM or outside the VMAM depending the project context and requirements. If volunteers must be selected outside VMAM, then with the support of UN Community Volunteer Coordinator selected volunteers can be manually matched against the advertised DOA in VMAM. Host Entities are free to decide on candidate assessment process (desk review, interview, written test, other).

In all cases they should ensure the competitiveness and fairness of selection process. Nevertheless, candidates can be identified through procedures of locally identified candidates as well as single source mechanism, in line with the applicable policy. Conducting written test or interview are optional. Transparency in the selection process lies with the host entity.

9. Delegation of Authority to act on behalf of a candidate and a Volunteer

In places, where UN Community Volunteers cannot perform actions in VMAM (due to internet/computer/ language issues) operations in VMAM can be handled on behalf of candidates / volunteers by UN Community Coordinator or other UNV staff members (Programme Assistants in Field Unit and Operations Associates in Volunteer Service Center- in absence of UN Community Volunteer Coordinator). These functions include but not limited to creating profile in VMAM, uploading initial offer and contract, beneficial form, vendor form, Health Certificate form, copy of Passport, education credentials, etc. For data protection reasons, the delegation of authority document should be signed by candidates / volunteers. Document shall contain name and Date of Birth. The Sample document is saved here and can be translated to local language by UN Community Coordinator or Host Entity if needed.

10. Automatic document uploads

Uploading documents to VMAM profiles can be challenging for candidates/ volunteers and UN Community coordinators due to technical issues. UNV ICTS and VSS can support in automation of several processes on behalf of candidate/ volunteer. Below are possible automation options:

1. Volunteer profile creation
2. Standard offer signed by all volunteers

Volunteer profiles can be created based on standard database filled by UN Community Volunteers Coordinator and/or Host Entity and forwarded to UNV ICTS and VSS section to upload in VMAM. The standard manual offer can be created for bulk recruitments and UNV ICTs and VSS section can upload to all volunteers' profile in one go. (please refer to SOP for details)

Other documents (passport, educational credentials, health certificate form, vendor form, beneficiary form, leave management records and others) shall be manually uploaded to volunteer profiles.

11. Leave Management

UN Community Volunteers are receiving the same leave entitlements as National UN Specialist Volunteers and their leave management should be managed through ATLAS eServices system. Therefore, it is necessary for volunteers to have an official UN email address. If the host entity does not provide an official UN email address, management the Volunteers' leave will be the responsibility of the host entity. Host entity is responsible to keep the leave records of volunteers and submit to UNV at the end of assignment and whenever is necessary (e.g. Long-term uncertified sickness) for records on Volunteer's file.

 The UN Community Volunteer Coordinator is responsible to act as HR Focal Point and Leave Monitor of UN Community Volunteers. Therefore, it is necessary that UN Community Coordinator get "unv.org" email address. In case, the Coordinator function is not provided by Host Agency UNV Field Unit Programme Assistants

will act as a replacement for the Coordinator function. In other cases, (in absence of UN Community Coordinator and Programme Assistant) an Operations Associate in VSC will act as HR Focal Point and Leave Monitor for UN Community Volunteers. Same arrangement applies to the process of establishing eService profile for Volunteer and his/her Supervisor (eServices Workflow). The involvement of Operations Associate in Leave Management processes should be minimized.

12. Security

UN Community Volunteers, like UN personnel must comply with UN DSS Security policies (UN Security Management System Security Policy Manual). The host entity, with support from the UN community Volunteer Coordinator, is responsible for informing the Country Team Security Advisers on the engagement of UN Community Volunteers in local projects and seek advice from them on providing trainings on specific project-related security measures. Upon deployment, all volunteers shall be included in the host entity security plan/document and the local police shall be notified of new volunteer deployments. Volunteers serving with UNDP/UNCDF/UNV will have additional charge for security measures depending on hardship of the duty station (4.5% for all UN Volunteers in H, A, B & C duty stations or 6.5% for all UN Volunteers in D & E duty stations).

13. Mandatory Trainings

UN Community Volunteers, like other UN Volunteers should complete UNV online mandatory courses within first 4 weeks of their assignment. In case, due to difficult circumstances (language, internet and computer access, literacy level etc) UN Community Volunteers cannot complete mandatory courses then the Host entity is responsible to provide the same information in a more accessible form (briefing, training workshop) and request that volunteers sign the document (sample document here) on understanding the course content. Host entities are free to the design the form in local language that is understandable by volunteers. UNV is committed to provide simplified version of mandatory courses. The document should indicate the title of mandatory course and the names of volunteers and their signatures. Signed documents needs to be uploaded in each Volunteer profile in VMAM by UN Community Coordinator or Field Unit Programme Assistant. The process can be automated in mass recruitments by preparing one sample document with the name of all volunteers and signatures and submit to UNV ICTS (or VSS) to upload in all volunteer profiles on one go.

14. Learning and Training

UN Community Volunteers are entitled to a one-time, unconditional, US$100 budget for learning activities regardless of contract duration. Host entities can decide to use this budget one of two ways:

1. organize group training for volunteers on various career or community development topics, especially where there is no good infrastructure (on site trainings, online trainings in local languages) in communities. The content of training should not be mixed with project onboarding training and focus on learning needs and career or community development activities of UN community volunteers. UNV Capacity Development Team will provide content of a generic group training. UNV however will not design content of a specialized training required for the volunteer assignment.

2. request UNV to disburse this funding directly to UN Community Volunteers to fund their own learning activities. In this case, the funding is paid unconditionally through the the first payroll.

15. Insurance

UN Community Volunteers are entitled to the same health, life and permanent disability insurance as National UN Volunteers. At the host entity's request, Cigna health insurance can be replaced with the health insurance from local providers in country provided the level of coverage is equal to or better than CIGNA insurance coverage. This decision will lie with the host entity and will have to be documented. Volunteers should present the official insurance certificate to UNV (upload in VMAM or submit to UN community Coordinator to upload in VMAM) before the start of their assignment. Life and permanent disability insurance under no circumstances should be waived by Host Entities. National UN Volunteers insurance premiums are subject to change and UNV will communicate to Host Entities about the new applicable rates. CIGNA Insurance Plan for National Volunteers is saved here.

16. Processing monthly entitlements

All UN Community Volunteers are expected to have a valid local bank account for processing monthly volunteer entitlements. If due to context limitations, Volunteers do not have a valid bank account, UNDP check option will be an alternative option to provide payment. Mobile banking or other alternative methods can be used in countries where UNDP is applying these methods. Additional fees could be applied (other than global payroll charge-US$ 10.70 paid through recurrent charge) in case UNV applies alternative payment options (UNDP check, mobile banking etc) and it will be charged form Host Entity funding source. **Host entities, field units and regional offices should confirm there is a viable, safe and compliant way to pay all UN Community Volunteers in a community before proceeding with recruitment.** If required, the UNV Volunteer Solutions Section can be consulted on matters related to payments and compatibility with UNV/UNDP systems.

17. Part-Time

Part Time Volunteering is possible under this contractual category as per applicable policy. Volunteers serving under this category will receive 50% full time VLA for UN Community Volunteers but other entitlements (Health and Life insurance, Learning and Training allowance, leave entitlements) will remain the same as full-time contract. The cost recovery model for part time volunteers will remain the same as full time UN Community Volunteers. Host Entities are responsible for work arrangements and to monitor volunteers work schedule if necessary. The offer template for full time volunteers will be applied for the part time volunteers as well.

18. Volunteer Reporting Application (VRA)

All Volunteers are expected to use the Volunteer Reporting Application (VRA) with their VMAM login credentials. The application is available in three languages- English French and Spanish. In case volunteers do not have access to computer or internet, or do not understand any three languages of VRA application, Host Agency and/or UN Community Volunteer Coordinator can support them to fill this data. Filling questions manually in hard copies and uploading to VRA system is not possible. Reporting is mandatory.

The SOP on Volunteer Reporting is saved here.

19. Instructions in ATLAS (Salary Plan)

The salary scale for UN Community Volunteers will be as following.

Eg. UN Community Volunteers in Colombia

Salary Plan: COLZ (tbc), Grade CE, Step (depending on duty station in country)

In case any difference from standard procedure applies, Volunteer Solutions Section will create an ATLAS Implementation guideline for GP administrators.

National VLA rates can be adjusted based on UN VLA Methodology.

20. Well Being Differential

UN Community Volunteers are entitled to the same Well-Being Differential entitlement as National UN Volunteer where applicable as per applicable Policy.

21. Waiving Entitlements

UN Community Volunteers have very few entitlements and it is not advised to waive or reduce any entitlement from standard package. Any waiver on UN Community Volunteer Policy Note will follow the UNV Waiver Policy.

Annex 1: UN Community Volunteers category related documents.

- Policy Note
- Policy note Highlights
- DOA Template-UN Community Volunteer Coordinator
- DOA Template-UN Community Volunteer
- Standard Operating Procedures
- Flyer
- Online Excel Calculator

Annex 2: **Applicable Volunteer entitlements and assignment related costs (comparison with UN National Volunteer)**

Volunteer Entitlement and assignment related costs	UN Community Volunteer	National UN Volunteer
Volunteer Living Allowance	Yes	Yes
Settling in Grant	**N/A**	Yes
Well Being Differential	Yes	Yes
Resettlement Allowance	**N/A**	Yes
Insurance (health, life, permanent disability)	Yes	Yes
Learning and Training allowance	Yes	Yes
Travel	**N/A**	Yes

Medical Clearance lump sum	Yes	Yes
Sundry	Yes	Yes
Security cost	Yes	Yes
Deployment charge	Yes	Yes
Recurrent charge	Yes	Yes
Country Office Support Cost	Yes	Yes

Note: Questions/comments regarding this document should be addressed to
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