



UN Volunteer Covadonga de la Campa facilitated training by volunteers from “Clowns Without Borders”, based in Spain, and Iraqi volunteer outreach workers at the UNHCR Community Center in Sayda Zeinab, Syria. The training focused on managing stress for those living and working in areas of crisis while also raising self confidence and improving communication skills.

© Bridgette Auger, 2009

# 2014 - 2017

## UNV STRATEGIC FRAMEWORK



### SECURING ACCESS TO BASIC SOCIAL SERVICES

The United Nations Volunteers (UNV) programme has articulated the scope and dimensions of its strategic direction and results for four decisive years in its Strategic Framework 2014-2017.

This Strategic Framework focuses UNV programmatic efforts in five key areas:

- securing access to basic social services,
- community resilience for environment and disaster risk reduction,
- peace building,
- youth, and
- national capacity development through volunteer schemes.

UNV will also focus on building a credible body of knowledge informed by research, innovation and evidence in order to advocate and enhance the integration of volunteerism into peace and development programming.

#### WHY PARTNER WITH UNV?

Strengthening the delivery of basic services moves communities and nations closer to achieving peace and sustainable development. Volunteer efforts amplify the efficiency and outreach, as well as ownership and sustainability, of programmes that improve basic services.

UNV is uniquely situated to advance improvements to social services given its widespread network of volunteers at the national and community levels. To date, UNV's interventions in basic social services have positively impacted areas such as primary health care, prevention of violence against women, education and food security.





UN Volunteers work with local, institutional and national authorities to improve capacity to deliver basic services, while at the same time helping local communities and organizations strengthen their active participation in local governance processes.

The 2013 Report of the Secretary-General to the United Nations General Assembly stated “no person should go hungry, lack shelter or clean water and sanitation, face social and economic exclusion or live without access to basic health services and education. These are human rights, and form the foundations for a decent life” (A life of dignity for all: accelerating progress towards the Millennium Development Goals and advancing the United Nations development agenda beyond, 2013).

Securing access to basic social services is at the heart of the mandates and activities of many United Nations entities. UNV works in partnership with UN entities and Member States, as well as civil society and volunteer-involving organizations in order to engage people more actively in peace and development.

The added value UN Volunteers and volunteerism bring to our partners is stronger engagement with communities, civil society organizations and youth. Partners also gain better access to marginalized people and are able to increase access to services and strengthen South-South engagement through the deployment of UN Volunteers.

UNV has developed solid knowledge about the role and application of volunteerism in service delivery and local governance, particularly in the context of consultative processes to identify community needs and local capacity development aimed at localizing those services and to strengthen community voice for accountability.



One of our strengths has been mobilizing thousands of community volunteers and health workers for health promotion and combating communicable diseases, like tuberculosis. In HIV and AIDS programmes, UN Volunteers have played critical role in improving and strengthening services through providing technical assistance for policy development, decentralization and improved health governance systems.

#### THE WAY FORWARD

In the Strategic Framework period, UNV will continue to leverage and mobilize its knowledge, expertise and experience to enhance the United Nations system’s response in the area of basic social services. In particular, UNV will focus on primary health care, HIV/AIDS, personal safety, water and sanitation and education, and enhancing local governance to promote inclusive participation and engagement of communities in planning, implementing and monitoring local development initiatives.

Through its development programming, UNV will work to integrate volunteerism at three levels: by using volunteerism in the formulation of national development policies and programmes; mobilizing UN Volunteers to improve the delivery of basic social services at national and subnational level; and the promotion of volunteerism in community-focused initiatives. UNV will also bring the ability to respond to grassroots mobilization and expand inclusion, and will continue to facilitate South-South and triangular cooperation through volunteerism.



**“It was with a great sense of pride and satisfaction that I had the opportunity to witness how UN Volunteers are contributing to the provision of quality health services to ordinary Malawians. Listening to the stories from the UNV doctors during the visit to the wards, I have no doubt in my mind that as a result of this partnership, many lives are being saved.”**

UNDP Administrator Helen Clark, during a recent mission to Malawi



**UNV Doctor Bakura Pagi (India), Obstetrics and Gynaecology Specialist at the Queen Elizabeth Central Hospital in Blantyre. Like all UN Volunteer Doctors, she provides essential medical services and transfers her skills to national health practitioners to ensure sustainability.**

© Eldson Chagara, 2013

## // UNV PROJECTS GEARED TOWARDS SECURING BASIC SOCIAL SERVICES

### CAPACITY DEVELOPMENT IN HEALTH, MALAWI

UNV and the United Nations Development Programme (UNDP) began working with Malawi's Ministry of Health in 2004 to deliver quality health services through the placement of UN Volunteer doctors in referral and district hospitals. Since then, the UNV/UNDP project Capacity Development in Health has evolved in size and scope. Through this project – often referred to as the 'UNV Doctors project' – these experts render essential medical services, while at the same time actively transferring their skills to Malawian health practitioners to ensure sustainability.

The project has had a significant impact on the delivery of health care services, particularly in central hospitals, where between 60-90% of the doctors in residence are UN Volunteers. The involvement of UN Volunteer Doctors in Malawi's national drive to scale up ART services saw an increase in health workers trained in ART from 0 in 2006 to close to 5,000 in 2013, resulting in more than 41,000 patients being enrolled on the ART treatment register in 651 sites country wide.

### PARTNERS FOR PREVENTION, ASIA AND THE PACIFIC

UNV partnered with UNDP, the United Nations Population Fund and the United Nations Entity for Gender Equality and the Empowerment of Women on Partners for Prevention. This joint regional programme in Asia and the Pacific addresses the primary way to prevent gender-based violence: stopping it before it starts. Since its inception in 2008, Partners for Prevention has engaged national government and civil society partners in 12 countries across Asia.

UNV's role has been to support learning by embedding local volunteers in projects, offer technical training for United Nations and other volunteers on violence prevention and volunteer management, coordinate volunteer-based networks on prevention of gender-based violence at regional and national levels, and create an enabling environment for volunteerism. UN Volunteers have also aided partners in the development of comprehensive documentation and research on the role of volunteerism in preventing gender-based violence.



© Jennifer Huxta, 2014

▶ **George Gachie, UN Volunteer, project officer and community organizer, works with local organizations, women's groups, and youth groups on the Participatory Slum Upgrade Program in Mathare Slum, Kenya.**

## // GET INFORMED, GET INVOLVED, KENYA

In Kenya, UNV increased youth volunteer participation in the 2013 general elections through the Get Informed, Get Involved project. This was a successor project to the Neighbourhood Volunteers project conducted by UNV, UNDP and local partners in 2007-2008 to address post-election violence that was partly attributed to unaddressed youth issues.

Carried out by the Youth Agenda organization and supported by UNV and the UNDP Democratic Governance Thematic Trust Fund, the project actively involved young people in political processes and political representation.

UN Youth Volunteers conducted governance training for young community leaders following the elections, successfully highlighting the role and constructive influence of youth in governance and politics, through volunteerism.

Additionally, UN Volunteers supported UNDP's efforts to increase female participation in the political process by training nominated and elected female youth representatives on governance and the new constitution.

**“By teaching others in the field, at the grass-roots level, we’ve influenced positive election behaviour,” he said. “People now make wise and educated political choices, not solely based on loyalty or ethnic divisions.”**

Mani Lemayian, Electoral Commission of Kenya Spokesperson

UNV (October 2016)

*The United Nations Volunteers (UNV) programme contributes to peace and development through volunteerism worldwide. We work with partners to integrate qualified, highly motivated and well supported UN Volunteers into development programming and promote the value and global recognition of volunteerism.*

*UNV is active in around 130 countries every year. With field presences in over 80 countries, UNV is represented worldwide. UNV is administered by the United Nations Development Programme (UNDP).*



Empowered lives.  
Resilient nations.

