Key principles

UNV’s Online Volunteering service acts as a venue for organizations and UN Online Volunteers to team up. Non-profit organizations can post online volunteering opportunities (so-called descriptions of assignments), and users can apply to them.

The opportunity specifications - such as the deliverables, the means of communication, and the length of the assignment - are agreed between the organization and the volunteer(s). UNV is not involved in nor part of the actual arrangements or the collaboration. Thus, UNV has no responsibility or liability connected to the collaboration. UNV does, however, take on a guiding role and shares its expertise to help organizations and UN Online Volunteers achieve a satisfactory collaboration.

Because user authentication on the internet is difficult, UNV cannot and does not confirm that each user is who s/he claims to be. The requesting organization is responsible for verifying the accuracy and validity of the applications, advice and/or deliverables it receives from UN Online Volunteers.

See our Terms of Use for more information.

What is the difference between on-site and online assignments?

- **UN Online Volunteers contribute their services part-time, in task-specific assignments with limited and clearly defined scope. On-site UN Volunteers work full-time in a designated location and perform a range of tasks associated with their position.**

Who selects UN Online Volunteers?

- **The screening and selection of UN Online Volunteer applications is done by the requesting organization. UNV is not involved in this process but can advise on specific**
screening techniques. In general, we recommend to shortlist qualified candidates to then conduct a Skype interview and/or a test.

**Does the UNV Online Volunteering service offer a database of UN Online Volunteer profiles?**

- UNV maintains a global, diverse pool of 650,000 profiles of individuals interested in volunteering online. They are professionals, students, home makers, etc. and may not always be available for or interested in a particular opportunity. UNV therefore provides guidance to organizations in order to ensure the online volunteering opportunities they post on the Online Volunteering website attract quickly the most relevant profiles. UNV also monitors results and runs specific campaigns to increase interest.

**What do I need to consider when thinking about involving UN Online Volunteers?**

- Take some time to determine exactly how UN Online Volunteers can support your organization and how their skills can complement your efforts. Also make sure to allocate time for volunteer management. You will need to respond to candidates, provide orientation at the beginning of an assignment and guidance throughout, and offer feedback upon completion of the assignment. Visit the online volunteering blog for more tips.

**How are organizations and opportunities reviewed?**

- Organizations applying to engage UN Online Volunteers are screened against eligibility criteria: To get access to the platform, they must be officially registered, non-profit, active in the field of sustainable human development, non-discriminatory and in compliance with the Charter and policies of the United Nations. Moreover, UNV reviews all submitted opportunities, and provides advice as needed, before publishing them on onlinevolunteering.org.

**How can I ensure the quality and delivery of the work?**

- As with people management in general, key ingredients for a successful collaboration with UN Online Volunteers are: a thorough screening and proper selection of applicants, clear instructions, regular communication, and constructive feedback. UNV closely monitors the feedback that organizations and volunteers provide at the end of the collaboration and intervenes when necessary. An organization can mobilize one volunteer or a group of volunteers to work on one and the same task, depending on its needs and capacities. If necessary, the opportunity can be republished to attract new applicants.
Can I publish several assignments at the same time?

- Yes. This makes particular sense when larger projects require UN Online Volunteers with different profiles to collaborate to get the work done. Please do mention in the opportunity descriptions that UN Online Volunteers will work as part of a team.

Can I collaborate with the same UN Online Volunteer in several assignments?

- Yes. Be sure to create one opportunity per task. You can easily copy an opportunity description and edit it according to the needs of the new assignment. Simply choose “Duplicate” from the “Further actions” menu next to the opportunity title.

What kind of information can I share with UN Online Volunteer(s)?

- In the spirit of the key principles above, the requesting organization is encouraged to always assess the risks associated with a specific opportunity – and to take appropriate measures. UNV advises on risk mitigation, e.g. recommending to sign a non-disclosure agreement for tasks that involve the disclosure of sensitive material.

Can I also post on-site volunteer opportunities on this site?

- UN agencies can create and submit on-site volunteer opportunities. These are not published on onlinevolunteering.org, but transferred to the relevant UNV office which shortly gets back to you with further information.

Should I create one account for my team, for the country office, or one for the entire organization?

- As you wish. You can set up a separate account for each team, or share one account with the entire agency. However, please avoid setting up duplicate accounts for the same team or office.

- Every user is asked to use a personal account to access the organization account (see question below). This is to ensure that all important messages from UNV and volunteers reach the relevant, responsible person. The email address of the person posting the opportunity is not public and only visible to applicants after they applied.

How can I access an existing organization account?

- It is quick and easy to connect to an existing account of your team, country office, or organization. Just ask the account owner to invite you. This works via the “Administrators” tab in the organization profile. If you don’t know who the organization account owner is, write to info@onlinevolunteering.org.
What if I have difficulties at any stage of the online collaboration?

- For general inquiries regarding UNV’s offer and the engagement of UN (Online) Volunteers, please feel free to get in touch with the relevant UNV Regional Office in Amman, Bangkok, Dakar, Nairobi or Panama. For any inquiries related to the Online Volunteering service, just get in touch with its team via info@onlinevolunteering.org.

Are online volunteers UN Volunteers?

- UN Online Volunteers mobilized through UNV’s Online Volunteering service are volunteers for the requesting organization. UNV provides the service that allows organizations and UN Online Volunteers to team up, but UNV is neither involved in nor part of the actual arrangements or the collaboration.

Do UN Online Volunteers receive an allowance?

- UN Online Volunteers share their time and expertise on a voluntary basis and do not receive any financial compensation. Contributing to sustainable human development, developing knowledge and skills, expanding networks and working in a multicultural environment are some of the many benefits of online volunteering.

Can UN Online Volunteers and on-site UN Volunteers work together?

- On-site UN Volunteers and Online Volunteers often work together. On-site UN Volunteers use the Online Volunteering service to mobilize extra capacities and expertise for their projects. Besides, many on-site UN Volunteers become online volunteers after they have completed their assignment, and vice versa.