



**UN
VOLUNTEERS**

Implementation Guideline



UN Community Volunteers

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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 Volunteers and provide excellent service to UN Entities and UN 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.

2. Business Development and DOA

The main purpose of this contractual category is to address partners needs in mobilizing mass numbers (50 or more¹) of UN 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 Entity (e.g., UN Community Coordinator). The UN Community Volunteers category should avoid replication and substitution of other national UN Volunteer categories (Expert, 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 Unified Conditions of Service for UN Volunteers together with Policy Note for UN Community Volunteers and follows the national UN Volunteer workflow in the applicable Volunteer Management application.

¹ Depending on the context and needs on the ground, smaller numbers will also be considered

The DOAs created under this category should avoid indication of higher mandatory requirements that are specified in the [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 on the UNV website and Unified Volunteering Platform (UVP) in one of three official UN languages (English, Spanish and French) that are supported in the applicable Volunteer Management system.

A template DOA of UN Community Volunteers can be found UN Community Volunteer-Description of Assignment ([link](#)) (Sample DOAs-Social Inclusion Agent-[link](#); Village Savings and Loan Association Agent-[link](#)).

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

3. Advertisement

Host agency and UN Community Volunteer Coordinator (with the support of Regional Portfolio Specialists and Programme Analysts) are in charge to define the appropriate context of advertisement and application procedure for DOAs created under UN Community Volunteers category, which can be done using Unified Volunteering Platform (UVP) - 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 than 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 and should create favorable environment for vulnerable groups to apply. Responsibility for the inclusive process lies with the Host Entity.

4. Application procedure

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

5. UN Community Volunteers Coordinator's role

Unique to the UN Community Volunteer category is the provision to recruit a UN Community Volunteer Coordinator to support recruitment, onboarding, and management of UN Community Volunteers.

The UN Community Volunteer Coordinator is the main support role in the 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 the applicable Volunteer Management System;
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 Volunteers Coordinator:

[DOA Template Community Coordinator](#)

[DOA Template Specialist Coordinator](#)

See below the institutional arrangements in the table 1 below. Factors considered for the arrangements include:

- The number of UN Community Volunteers to be recruited;
- Complexity of the operations involved
- 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;
- Capacity of the UNV field presence;
- Length of contracts, and availability of funds.

UN Community Volunteers Coordinator role is a binding requirement imposed on the UN Host Entity. The UN Community Volunteer Coordinator could be recruited as a UN Community Volunteer or a national UN Volunteer Specialist based on the below recommended formula of the number of UN Community Volunteers in a particular country while factoring into consideration the capacity of the UNV field presence, complexity of the operations involved, length of contracts, and availability of funds." 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 (e.g.: Unified UN Volunteers Conditions of Service, using Unified Volunteering Platform (UVP) for recruitment and management of assignments, leave management). The

Coordinator is expected to work closely with UNV Field Unit, Regional Office colleagues for above mentioned tasks.

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

UN Community Volunteers	Community Coordinators
1-24	One (1) strongly recommended
25-50	1
51-100	1
101 (plus)	Additional for every 25

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 UN 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 the applicable Volunteer Management Application. Wherever possible, this should be completed by the user. For cases, where UN Community Volunteers [candidates] are not able to register in the applicable Volunteer Management Application and apply for advertised DOAs, other solutions are required that will be specified to each situation. For example, the UN Community Volunteer Coordinator can support the candidates to create their own accounts in the applicable Volunteer Management Application (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 the applicable Volunteer Management Application based on this database file. The standard format of the database shall be used.

8. Identification and Selection

UN Volunteers can be identified through or outside the applicable Volunteer Management Application depending on the project context and requirements. If UN Volunteers must be selected outside the applicable Volunteer Management Application, then Community Coordinator provides support to the selected candidate in registration, searching and applying for the opportunity in UVP. 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 a different procedure in line with the applicable Direct Recruitment 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 the applicable Volunteer Management Application (due to internet/computer/ language issues), related operations can be handled on behalf of candidates / UN 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 are not limited to creating profile in the applicable Volunteer Management System, uploading beneficial form, copy of Passport, education credentials, etc. For data protection reasons, the delegation of authority document should be signed by

candidates / UN 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 profiles in the applicable Volunteer Management Application can be challenging for candidates/ UN 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 is possible automation options:

1. Volunteer profile creation

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 the applicable Volunteer Management Application. 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.

Other documents (passport, educational credentials, beneficiary form, leave management records and others) shall be manually uploaded to volunteer profiles in UVP under document library.

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 e-Services system. Therefore, it is necessary for UN Volunteers to have an official UN email address. If the Host Entity does not provide an official UN email address, management of the volunteers' leave will be the responsibility of the Host Entity. Host Entity is responsible for keeping the leave records of UN Volunteers and for submitting them 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 for acting 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 Entity, 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 e-Service profile for Volunteer and his/her Supervisor ([e-Services 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 for seeking advice from them on providing trainings on specific project-related security measures. Upon deployment, all UN 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 (3% for all UN Volunteers in H, A, B & C duty stations or 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 UN Volunteers sign the document (sample document [here](#)) on understanding the course content. Host entities are free to design the form in local language that is understandable by UN Volunteers. UNV is committed to provide simplified version of mandatory courses. The document should indicate the title of mandatory course and the names of UN Volunteers and their signatures. Signed documents need to be uploaded in each Volunteer profile in UVP 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 UN 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 should have access to a variety of learning opportunities to enhance skills relevant to their assignments and professional growth. The Host Entity is responsible for ensuring UN Volunteers can access the training required to perform their duties, which may include the organization of group training for UN 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.

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. UN Volunteers should present the official insurance certificate to UNV (upload in the applicable Volunteer Management Application or submit to UN Community Volunteer Coordinator to upload in the system) 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 UN 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, UN 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 from 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. UN Volunteers serving under this category will receive 50% full-time VLA for UN Community Volunteers but other entitlements (Health and Life insurance, leave entitlements) will remain the same as full-time contract. The cost recovery model for part-time UN Volunteers will remain the same as full time UN Community Volunteers. Host Entities are responsible for work arrangements and for monitoring UN Volunteers work schedule, if necessary. The offer template for full-time UN Volunteers will be applied for the part-time UN Volunteers as well.

18. Volunteer Reporting Application (VRA)

All UN Volunteers are expected to use the Volunteer Reporting Application (VRA) with their system login credentials. The application is available in three languages- English, French and Spanish. In case UN Volunteers do not have access to computer or internet, or do not understand any of the three languages of VRA application, Host Entity 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.

E.g. UN Community Volunteers in Colombia

Salary Plan: COLZ, Grade UT, 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 [UNV VLA Methodology](#).

20. Well-Being Differential

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

21. Waiving Entitlements

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

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](#).

Annexes

Annex 1: UN Community Volunteers category related documents.

- [Policy Note](#)
- [DOA Template Community Coordinator](#)
- [DOA Template Specialist Coordinator](#)
- [Flyer](#)
- [UVP calculator](#)

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

Volunteer Entitlement and assignment related costs	UN Community Volunteer	Specialist Coordinator
Volunteer Living Allowance	Yes	Yes
WellBeing Differential	Yes	Yes
Exit Allowance	N/A	Yes
Insurance (health, life, permanent disability)	Yes	Yes
Travel	N/A	Yes
Entry 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

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Note: Questions/comments regarding this document should be addressed to the service desk support@unv.org



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