

F. volunteer's SO referent

INFOSHEET

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how to use this form?

This form is about the volunteer's referent in the support/ sending organisation. The idea is that you describe the profile of the staff member(s) covering this function in your organisation and all the activities that your organisation carries out to allow the referent to execute the activities that are needed. You are asked not only to describe your activities, but also to attach all relevant documents that you use concerning the referent profile, his/her training, etc.

We identified some questions which can help you to reflect on your activities:

1. Volunteer's referent profile: is the volunteer's referent a staff member or a volunteer? Do you have a defined volunteer's referent profile? What are the main requirements/ requested abilities for the activities he/ she is supposed to carry out?
2. Training of the referent: how do you support a new volunteer's referents to be ready for his/her role? Do you organise trainings? Job shadowing activities? Do you have another support system in place to support the referent in his/her role?
3. Activities, including addressing challenging situations: what are the tasks and responsibilities of the volunteer's referent? Has each volunteer a unique referent from the selection for an ESC project until the follow-up phase or has s/he different referents, depending of the topics or of the project phases? Do you organise staff meetings to discuss on support activities, to exchange on eventual difficulties?
4. Relationship between volunteer and referent: what is the frequency of the contacts between the volunteer and his / her referent in the different ESC project phases (application and selection, predeparture training, monitoring, follow-up)? Is there the possibility for the volunteer to change his / her referent in case of lack of feeling with him / her?

how?

what?

who?

when?