

METHODOLOGICAL GUIDE
ON VOLUNTEERING IN SOCIAL SPHERE

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CHAPTER I:

VOLUNTEERING. DYNAMICS OF SOCIAL VOLUNTEERING IN ROMANIAN-BULGARIAN BORDER AREA (DOLJ, MEHEDINTI, VIDIN, MONTANA)

1.1 Overview.

Volunteering is an activity performed by individuals on their own initiative for the benefit of another person on behalf of a group, community or society in general, without the person performing the work to be paid for their work. (Definition used by Pro Vobis National Volunteer Center in Cluj-Napoca).

Law on volunteering in Romania defines *volunteering* as public interest activities carried out by individuals known as volunteers in the legal relations other than the legal work relations.

Volunteering is an activity carried on own initiative by any person, for the benefit of others, without receiving a material "- the definition adopted by the National Council of Volunteering, June 2002.

Volunteering is very practiced in EU countries and in the USA, by anyone, whether they are students, unemployed, employees or retired employees. Need of everyone to give something back to society is reflected in supporting people in need. So if someone applying for a scholarship abroad, definitely will be required to pass on his CV volunteer activities he undertook. That's because volunteering says something about that person, ideas and causes they believe.

After the model imported from the West, volunteering was brought to Romania by non-governmental organizations (NGOs) which, by their definition, perform charity and relief of certain categories of people or in support of actions. NGOs work with volunteers because resources do not allow hiring a large number of people.

Volunteering in Romania Law (Law no. 195/2001, updated in 2006) provides a contract for volunteering, a free convention, made between an individual named volunteer and a legal entity, called the host organization, under which the first person undertakes to perform an activity of public interest without obtaining a material.

Article 5 of the Law on volunteering stipulates that it is forbidden to enter into a voluntary agreement in order to avoid signing a labor contract or, if applicable, a civil contract for the provision of services or other contracts with valuable consideration for performing benefits concerned.

The Universal Declaration on Volunteering shows that this is a fundamental component of civil society. Volunteering is one way that can be strengthened and sustained values of community, by service to neighbor, people can exercise their rights and responsibilities as members of communities and can establish points of connection between different cultures.

It turns into action the United Nations Declaration according to which "we humans have the power to change the world."

Volunteer Rights are stipulated in Charter of rights and obligations, developed by National Volunteer Center in Paris, France.

These include: the right to be treated as an equal colleague and not as cheap labor, the right to be taken into account personal preferences, temperament, life experience, education and professional experience in the delivery of tasks, right to participate in the training sessions in the area he provides activity, both at the beginning of the activity, and during, the right to a place to conduct business, the right to be heard and to play a role in planning activities, to feel free to make suggestions and to have their views respected.

Mahatma Gandhi said that volunteering is important **"because if we want to live in a better world, we need to contribute to its creation."**

Many people are offering to work as volunteers for an NGO. The fact that give their time to humanitarian causes proves that they are interested in the fate of those less fortunate than themselves. If you want to help such an organization and you don't have enough money to donate, the only way to make yourself useful is *volunteering*.

Who wants to volunteer for a charity should consider a few elementary factors. The first thing you should consider is what you could offer, what would be helpful.

Another thing that must be taken into account when one wants to join a charity organization is what he would like to do. Being a volunteer does not mean to do only things you are good at, but what would you like to do. For example, someone likes art, but never got a chance to display their talent value as much as they would have liked, then to combine this quality with volunteering and they will get only good results.

Prior to volunteering you should know very well how much time they have available to deal with this, how many hours per day would they be willing to offer their services for an organization. Maybe they will succeed only to visit a voluntary organization on evenings or on weekends. This way they understand in advance how much they will be involved.

Volunteering is beneficial both for the one who practice it and the organization that needs its services. Volunteering is a great way to meet new friends to enjoy new projects and discover your qualities that you do not know while you help others.

Wherever we are, the number of activities that we could get involved in as a volunteer is almost unlimited. It is no exaggeration when they say it is something to do for everyone! It only depends on us humans to explore the various possibilities that exist and choose a role, an activity that suits us. The first step is to explore ourselves in order to find out exactly what we can offer and what would suit us best. Once we get to know us better, after we find out what we can offer to others, we can contact a volunteer center.

If we live in a city that does not benefit from the services of a volunteer center, then we must address directly to the organizations working in the field we want to work. Or together with our friends we can establish a volunteer center in the village.

Before we decide what type of organization suits us, we should have a clear idea of who we are as a person. Let us know. This will increase our chances of finding an organization that is right for us, an activity that satisfies, to be interesting and give us the opportunity to grow as a

person. For those who coordinate volunteers in organizations know that the fit between person and task is essential, and for success they appreciate the volunteers who know their strengths and know how to articulate their preferences. Thus, we allocate so little time to know us, to know our interests, skills, personal characteristics and values. This will help us to better assess our strengths and to highlight our when we enlist as a volunteer.

Involvement in volunteering can help us develop or to create useful skills in our personal and professional life:

- *Reading skills*: understand written information for general public, including the schedules and manuals; able to identify main ideas from a written text;
- *Writing Skills*: managed to provide information, thoughts and ideas in written form, to take accurate and complete notes, to draft basic correspondence and instructions, edit the text and make sure that there are no misspellings, grammar and syntax errors;
- *Skills related to digit (numeric)*: do basic calculations to use basic knowledge of mathematics in practical situations (measurements, percentages, ratios, etc.) To make realistic estimates, to understand graphs and tables, to work with money and inventory items;
- *Ability to speak (including in public)*: to expose information or ideas clear, concise, to present messages in a form accessible to those who listen to us, to participate effectively in conversations and discussions;
- *Listening skills*: to receive information and instructions in an efficient manner, we are open to new ideas and perspectives offered by others;
- *Skills related to social life (socialization)*: manage to relate positively with both colleagues and superiors, to work together with others, to treat others with respect;
- *Skills related to thinking*: we can understand ideas and assimilate new information relatively easily, using logic to draw conclusions, to give flexibility in thinking, to take the right decisions, to evaluate different ways to act in a given situation , to analyze problems and find solutions, to succeed, to deduce meaning of unknown words, to know how to use our imagination and ingenuity, to identify different ways to do something, to foresee situations and use resources, to learn from experience and to use our experiences in other contexts;
- *Skills related to memory* - recall information and details both short term and long term, we can use the instructions in consecutive steps;
- *Skills to work in team*: we are able to work with others, to understand the purpose of the group, to contribute to the team or group efforts with ideas and suggestions, to demonstrate respect for the views and opinions of others;
- *PC skills*: understand the basic functions of a computer, operate a text editing program, to use e-mail, surf the internet to find resources / information we need, to edit photos;
- *Personal Management Skills*: to have skills in terms of work and a positive attitude, we are consistent, conscientious, disciplined and motivated to carry out the work begun, to work well without supervision, but to know when to ask for help; to manage our time better, to succeed

to plan and realize projects on time, to set goals and priorities in our personal and professional lives, to demonstrate initiative and that we are able to solve problems independently, to take responsibility and accept consequences of our own actions, to accept authority, to accept constructive criticism, to manage to stay calm and work under pressure of deadlines, to keep our emotions and impulses under control, to know how to develop strategies to overcome new situations of crisis or stressful.

THE CONTEXT OF VOLUNTEERING IN ROMANIA – BULGARIA CROSS BORDER AREA

ROMANIA: „Volunteering is an activity of public interest on its own initiative by any person for the benefit of others, without receiving a material, work in the public interest is the work carried out in areas such as health and social services, human rights protection, healthcare cultural, artistic, educational, learning, scientific, humanitarian, religious, philanthropic, sports, environmental, social and community and others like “.

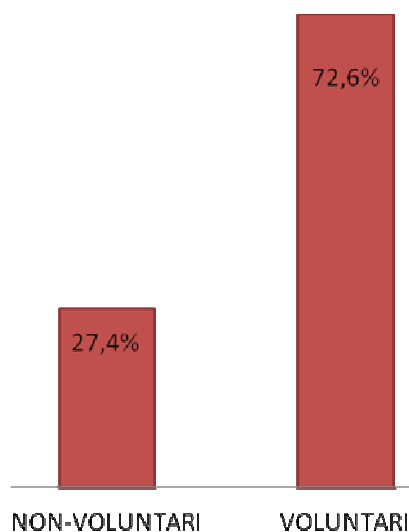
Volunteering Law - no. 195/2001 revised on 30/07/2006

BULGARIA: Traditionally, the term volunteering in Bulgaria refers to any activity performed for the benefit of others, without claiming financial gain. The Bulgarian legal system there is no legal definition of volunteering, but in 2006 was elaborated a theory on volunteering: "activity that is done on a voluntary basis without remuneration, in the non-profit organizations or institutes of state".

*Communication on EU Policies and Volunteering:
Recognising and Promoting Crossborder Voluntary Activities in the EU*

YOUNG PEOPLE AGED BETWEEN 16 AND 25 YEARS

The research instrument used on this sample of young people was divided into two dimensions: *perception and attitudes towards volunteering and motivations and expectations on volunteering*.



Non - volunteers

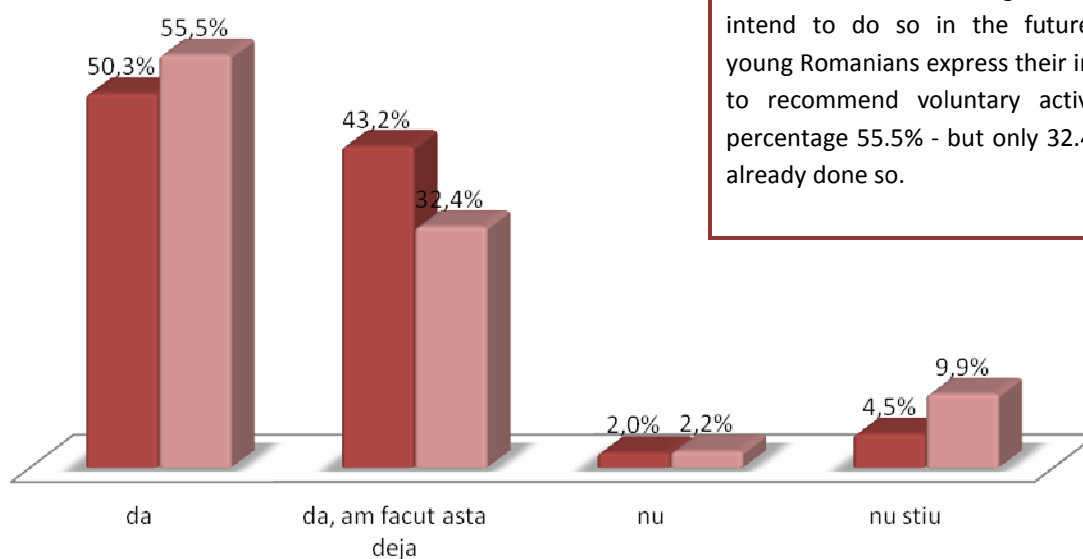
Young people who were never involved in volunteering.

Volunteers

Youth currently involved in volunteering and youth who are not currently involved in volunteering but have been involved in the past.

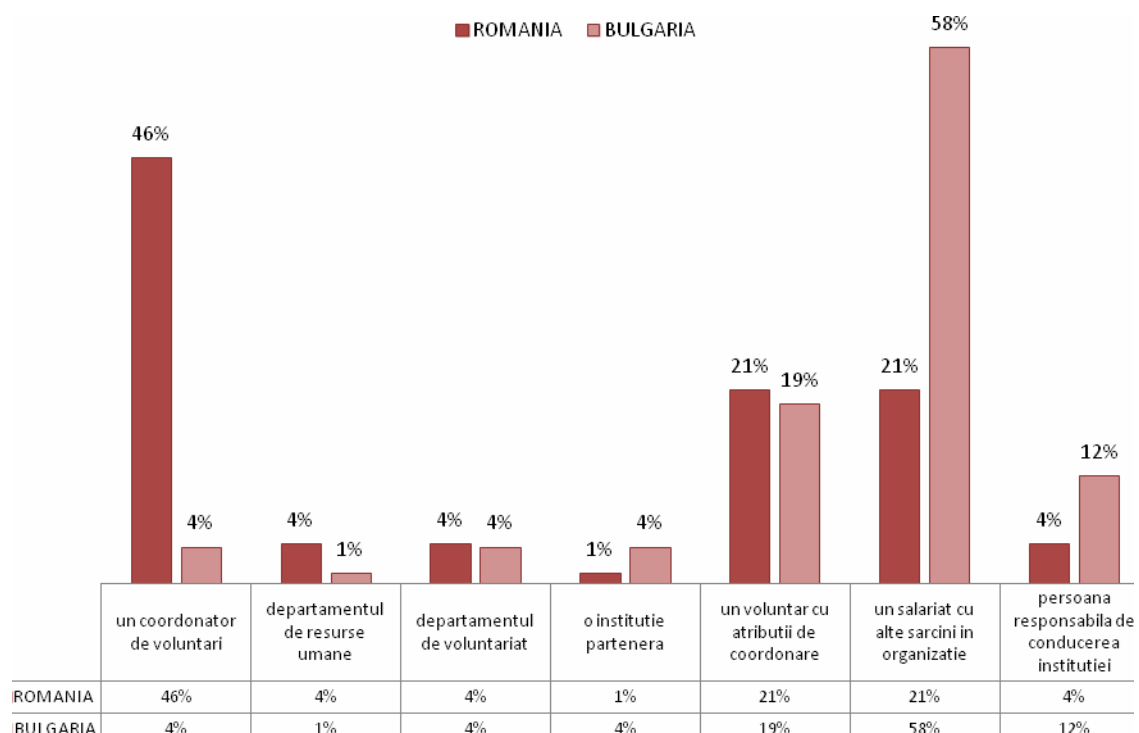
WOULD YOU RECOMMEND A FRIEND TO ENGAGE IN VOLUNTEERING?

■ BULGARIA ■ ROMANIA

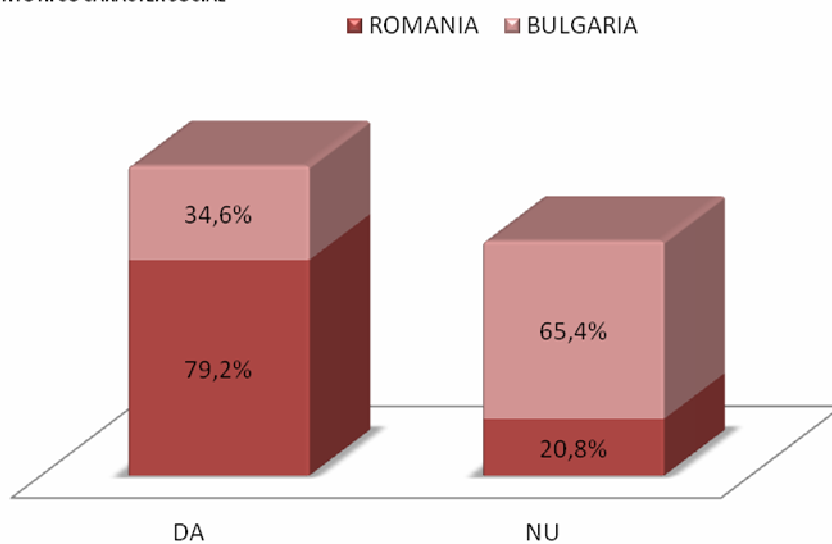


43.2% of young volunteers in Bulgaria have recommended a friend to get involved in volunteering and a 50% intend to do so in the future, while young Romanians express their intention to recommend voluntary activities in percentage 55.5% - but only 32.4% have already done so.

A percentage of 58% of respondents of institutions in Bulgaria and a percentage of 21% of respondents in Romania state that an employee with other duties in the organization has also the responsibility to work with volunteers.

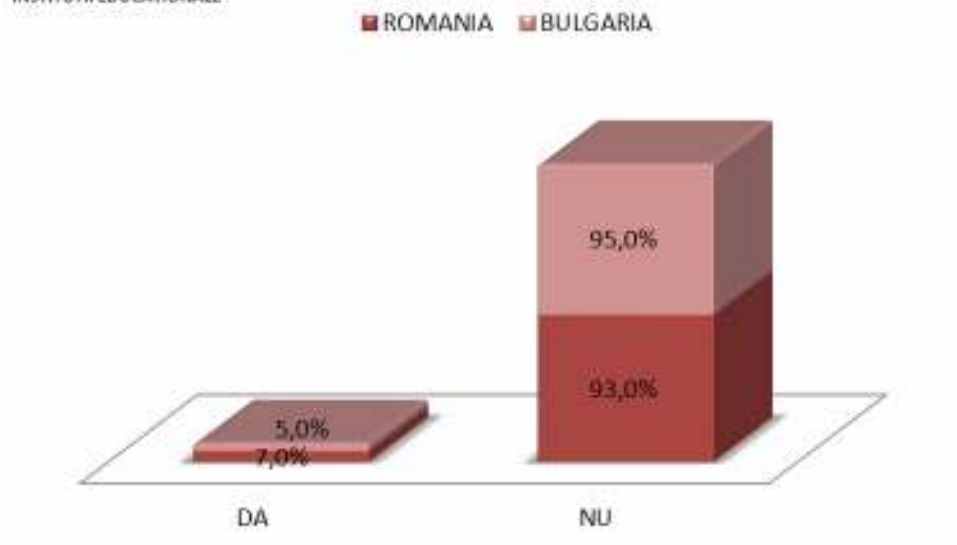


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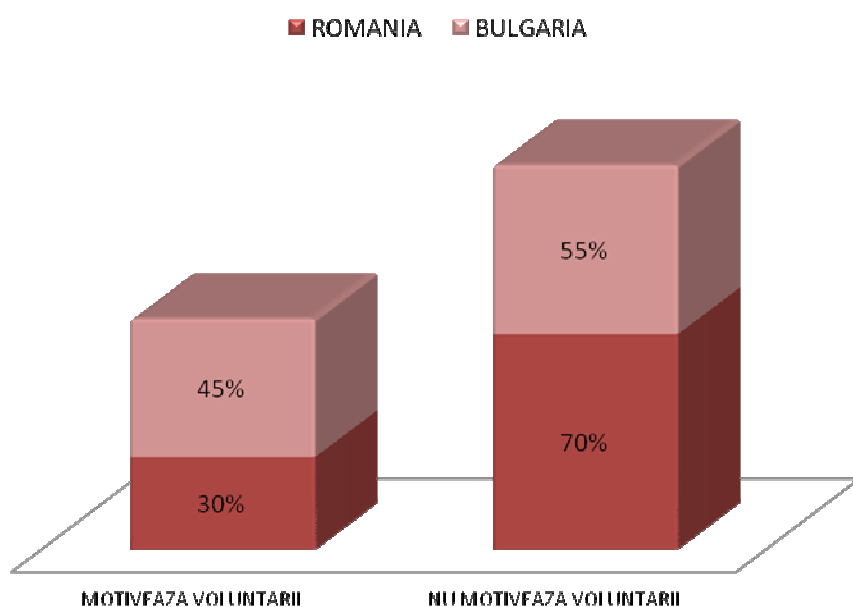
43% of social institutions **do not use specific tools** of volunteering activities
(20,8% - Romania;
65,4% - Bulgaria)

INSTITUTII EDUCATIONALE



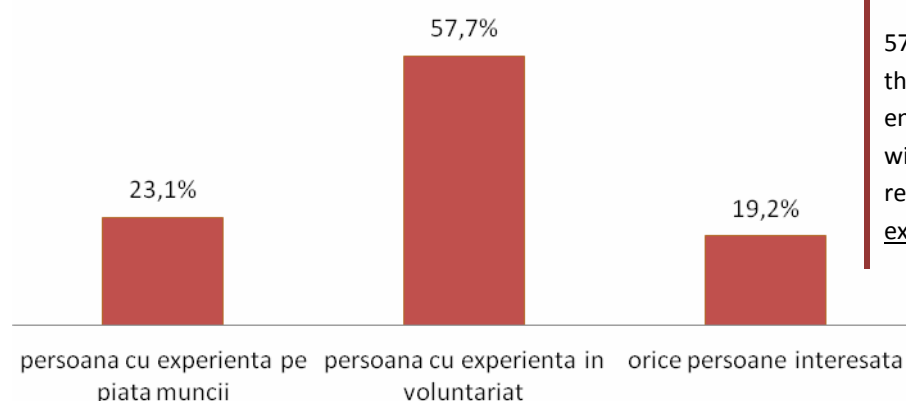
94% of educational institutions **do not use specific tools** of volunteering activities

(93% - Romania; 95% - Bulgaria)



45% of social institutions surveyed use a system of motivation of volunteers, while in Romania only 30% of institutions motivate their volunteers

■ BULGARIA
IN PRIMUL RAND



BULGARIA

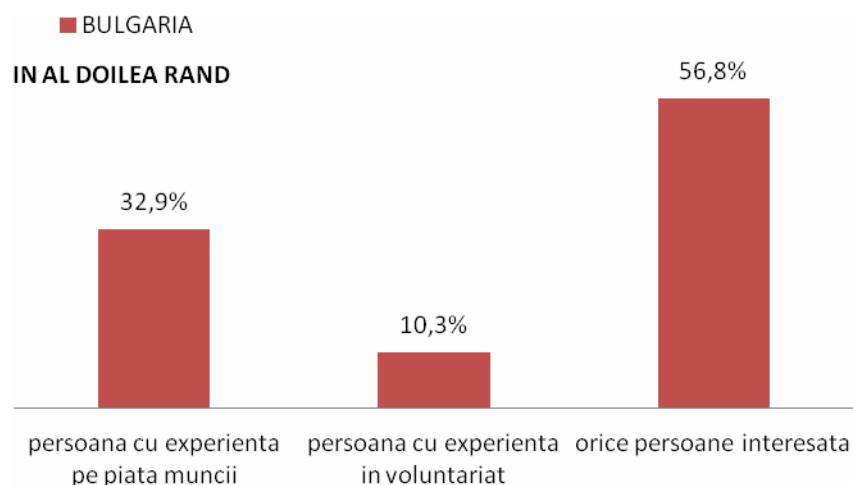
57% of respondents say that they would prefer to primarily engage in volunteer activities within the institution represented by people with experience in volunteer

■ ROMANIA
IN PRIMUL RAND



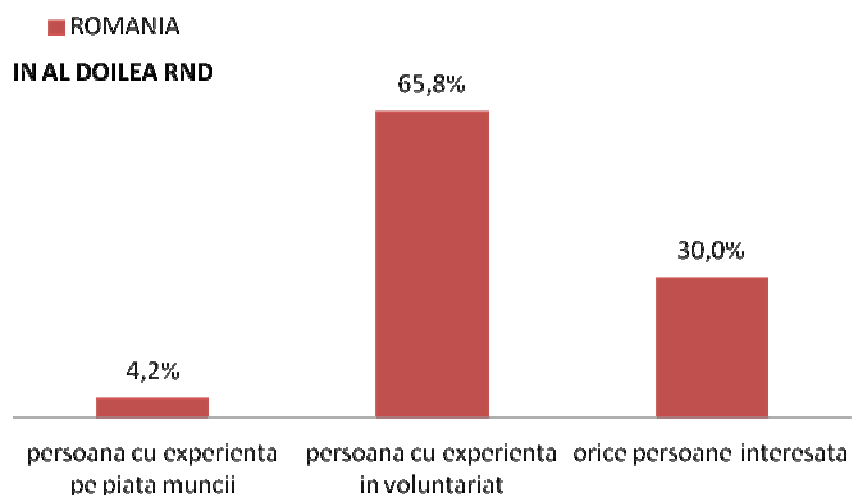
ROMANIA

49.8% of respondents say that they would prefer to primarily engage in volunteer activities within the institution represented by any person interested



BULGARIA

56.8% of respondents said they would prefer to engage, secondly, in volunteer activities within the institution represented by any person interested



ROMANIA

65% of respondents said they would prefer to engage secondly, in volunteer activities within the institution represented by people with experience in volunteer

CHAPTER II:

PROCEDURES AND METHODS OF VOLUNTEERS RECRUITMENT/ SELECTION

2.1 The recruitment of volunteers

Recruitment of volunteers is the process through which organization / institution attracts and invites people to get involved in volunteering. Careful planning of recruitment of volunteers conducted in close connection with the development of selection procedures of volunteers and based on analysis of organization / institution needs will lead to the recruitment of those volunteers they need to meet the proposed activities and fulfilling their mission.

The main challenge of this process is to not only attract enough volunteers, but also the most suitable ones for the activities. At the same time recruiting volunteers is also an opportunity to revive the organization. Positive approach combined with creativity and systematic planning of recruitment of volunteers will bring beneficial changes in the organization.

Sometimes it is difficult for organizations to attract volunteers from several areas of activity. Reflecting diversity in volunteering activities gives dynamism to implemented programs and has greater importance for diverse communities; their structure is thus found in the organization activity. Beyond reflecting the community structure, diversity in recruiting volunteers helps promote an explicit policy of non-discrimination.

Recruiting volunteers should be discussed as early as the planning phase of a voluntary program and must be considered in conjunction with the needs of the organization and the volunteer selection strategy.

For a successful recruitment campaign organization needs assessment stage is absolutely necessary. Before proceeding to the actual recruitment of volunteers *we need to know*:

- *Why* we need volunteers?
 - *What* activities can volunteers develop?
 - *How will the organization support* them?
 - What are the *skills and qualities* that volunteers is better to have them in the context of concrete activities that they can develop and / or given category of beneficiaries of activities they will get involved?
- if your organization needs volunteers for general activities that do not require special skills;
- What are the *procedures* by which they will be selected?

To answer these questions must be carried out a needs assessment of the organization in terms of the need for volunteers, both on projects that are already underway and given the new projects to start. Based on the results of this assessment will take the next steps in the process of recruiting volunteers.

Stages of recruitment process are:

- Choice of target groups;
- Preparation of recruitment timetable;

- Elaboration of the message that will be sent for recruitment;
- Establish recruitment techniques to be used;
- Inventory of resources;
- Establishment of persons involved and with responsibilities in the recruitment process.

The importance of the recruitment process is emphasized by involvement of all those who are directly or indirectly involved in the organization, from senior management and employees of the organization, to existing volunteers and even beneficiaries of the programs of the organization.

Careful planning of the recruitment of volunteers held in conjunction with the development of selection procedures based on organization needs analysis will lead to the recruitment of those volunteers the organization needs to carry out the proposed activities and the fulfillment of its mission.

2.2 Recruitment strategies and techniques

One of the things noticed and appreciated at NGOs in Romania is that it no longer accepts occasional volunteers, starting to use certain techniques and strategies for recruiting volunteers.

In this regard, it uses an elaborate plan that contains: a profile of the volunteers, selection and pre-selection methods, training and workshops invested in them, their ongoing evaluation and reward based on commitment and devotion.

There are a number of reasons why you should use strategies and techniques in recruitment of volunteers:

- select the most interested;
- selection of the best in a particular field / niche;
- Determine the specific qualities or skills, for example, knowing a photo manipulation program (Photoshop, Corel) have experience in writing projects, etc.;
- Easy to integrate into the group and to accept existing organizational culture;
- To really want to develop themselves and the organization at the same time.

Among the most common recruitment strategies we have:

- general recruitment;
- specific recruitment;
- “concentric” type recruitment;
- recruitment in closed system.

General Recruitment is a strategy addressed to the public. The goal is to recruit volunteers for activities that do not require special skills or to fulfill those volunteers can be trained in a short time.

Specific recruitment is a strategy to recruit volunteers from the target groups chosen for the tasks to be performed. Through this strategy are recruited volunteers for activities that require special skills or knowledge or activities that involve working with specific groups of beneficiaries. For this type of recruitment are extremely useful instruments such as job descriptions and profiles of candidates drawn up in preparation stage of recruitment.

Concentric type recruitment is a strategy by which existing volunteers attract in the organization or new volunteers or recruitment is addressed to groups in close proximity to the organization, groups that interact frequently and know the organization. Recruitment of concentric type has the advantage that it addresses a group already familiar with the topic of volunteering and even the organization's activities, the chances of success in attracting new volunteers being thus higher. At the same time this recruitment strategy restricts the possibility to recruit the most suitable volunteers for activities to be carried out for not addressing a wider group. Another limitation of this strategy is low diversity of volunteers attracted by this system.

Recruitment in closed system is a strategy that recruits volunteers from closed systems such as a school, a company, a military unit, a professional group, in short any groups whose members interact frequently and show a high degree of identification with the group. This recruitment strategy involves creating a culture of engagement among members of these groups that they accept volunteering as a positive action.

Recruitment message. Regardless of recruitment strategy we decide to use it, it is very important how we build our recruitment message. Its purpose is to invite people to action and encourage them to make a commitment. To be effective, recruiting message must refer to four aspects and answer the following questions:

1. Mention the need (refer to anything that exists in the community and not something within the organization / institution): What is the need that volunteering can meet?
2. Description of work: What will be the concrete and positive result of volunteering activity?
3. Removing fears / suspicions: What are and how to overcome any fears and objections to the voluntary work? What are the strategies of the organization to address the various issues that may arise in volunteering?
4. Submission of Benefits: What will be the benefits of volunteers who are involved in this activity? What are the preferences and expectations of the group to which it belongs? What could attract / motivate a potential volunteer?

The message must meet certain conditions in order to achieve the goal:

- Message is clearly expressed;
- Use language comprehensible to the target group;
- Emphasizing the word volunteer can become a barrier to participation because of stereotypes in society about the concept;
- The imperative verbs give dynamism to broadcast message ("Get involved ..." "help to ..." "Be part of ...", "participate in ...", "Contribute to ...", etc.).
- Work to be done by volunteers be exposed at the stage of recruitment, presentations that avoid to specify details and book activities for further points awaken suspicion and remove potential volunteers;
- If the work requires specific skills, they should be specified;
- Complex tasks must be handled to volunteers in activities as concrete, so the volunteers to be able to take exactly what they want.

Recruitment techniques

The most common techniques of recruiting volunteers are:

- promotion through the media;
- use of printed materials (brochures, leaflets and posters)
- one-on-one recruitment (existing volunteers involve a Friend in the organization);
- orientation before registration - guidelines for all concerned followed by completing application forms;
- public presentations;
- recruitment on special events;
- recruitment through personalized letters;
- registration at agencies based on an offer of the organization.

Option for one or more recruitment techniques should be based on identified need for volunteers within the organization, job descriptions and candidate profiles, community characteristics and / or target group that is geared towards recruiting and resources available.

2.3 Attracting volunteers in the community.

The reasons people volunteer are very different, as are humans different. It is important to know that every man who volunteers wants something in return from this activity, along with what he wants to offer. The most important benefit of all this is the personal and professional development.

The main reasons why people accept being drawn into an organization are different, depending on the social and professional status of volunteers:

The reasons why pupils want to get involved in volunteering:

- It implies that school urges them to participate in extra curricular activities;
- They wish to know about other young people with similar concerns;
- They want to be different than their peers who are not involved;

The reasons why students want to get involved in volunteering:

- As a result of their faculty profile, an NGO platform can represent a platform of application of accumulated theory;
- Strengthening relationships of friendship;
- Practicing the capacity of affirmation;
- Developing creativity;
- The release of energy and the formation of positive reactions

The reasons why adults want to get involved in volunteering:

- an alternative to the monotony of the job;
- choice of leisure;
- The desire for social involvement and implementation of knowledge acquired in their career;
- Improved contact with the company;

Theories of motivation

The most important models mention altruism as a motivating factor or theorize around specific psychological concepts (instrumentalist theory, strengthening theory, of learned needs, etc.), being crystallized around the latest trends of volunteering in the world.

Altruism as motivating factor

Whether or not we accept the existence of altruism as such, many volunteers state that the main reason of their involvement in volunteering is the desire to help others without expecting anything in return.

Sociobiology theories show that altruism is a behavior that works in favor of the evolution of species and its manifestation is strongly supported by the process of natural selection.

From this perspective it becomes clear that the artificial division between the egoistic and altruistic motivation should be removed: need to understand that we live in a unitary system, the welfare of the individual is closely linked to community welfare. Altruism is one of the most important motivators of involvement in voluntary activities, context in which altruism and volunteering are creative responses to the challenges of the new millennium launches to humanity.

Instrumentalist theory

Conversely explanations based on altruism as a motivator is the concept of instrumentalist theory that shows that a person is motivated to act only if they have something important to obtain from this action.

According to this theory, before engaging in any activity the volunteer will ask some questions that will provide potential answers based on concrete expectations from these activities.

Therefore, this theory suggests that volunteers come not only with a desire to give, but with the expectation of gain. In some cases volunteers know exactly which is the desired result.

Sometimes, though, the volunteer has just an idea more or less clear about the possible benefits of being involved in volunteering. In both cases it is equally important that expectations be mutually discovered, clarified, understood and accepted - as the starting point of a fruitful relationship between the volunteer and the organization.

Strengthening theory

Besides theories that consider the source of motivation is internal (altruism, personal expectations, and so on) there are professionals who believe that motivation can be influenced, shaped or modified, especially when volunteering. Thus, if a certain behavior - ie involvement as a volunteer in an event that is aimed at solving a problem in the community - is supported, encouraged, even praised, it is likely that in the future the person to get involved again. This is, in short, the essence of the strengthening theory.

Task of Volunteer coordinator will be to find how best to encourage and always puts out the value of volunteer effort.

This theory teaches us about the importance of permanent recourse to words and gestures of appreciation and gratitude, they are the easiest way to highlight the contribution of volunteers.

Maslow's Theory

Another explanatory model (Maslow's theory) shows that there are five distinct levels of human needs: physical needs (food, oxygen, etc.), Security, relationship, self-esteem and recognition of personal worth and self-fulfillment. Each person is at different levels of the stairs. As volunteers they will be motivated by different things.

Art of volunteer coordinator is precisely to identify at least one of those needs that are unmet and even build a map of team members' needs.

Theory of learned needs

McClelland proposed the theory of learned needs and shows that there are three categories of reasons for human behavior:

- The need for self-realization: 'I want to be the best'
- Need for affiliation: 'I want to be accepted and to be loved'
- Need for power: 'I want to have a positive influence on things'

Most often, one of those needs is prevalent at a given time and in a specific context. It is important to remember that motivation is one that provides the energy needed to achieve behavior. Therefore, volunteer coordinators should consider the following issues:

- The need of a team people in all three categories;

- The natural inclination of everyone to work towards meeting the need that currently prevails;
- The need for diversification of the motivation of volunteers, as each person is motivated by different things.

Whatever their motivation to act as volunteers to get the project to the end, volunteers need to be treated fairly, to feel useful and appreciated, be given tasks as their capabilities. All those who volunteer learn from it, become more confident, accumulate experience, know how to work in a team, how to communicate, participate in the implementation of a project and can then apply what they have learned in their future.

2.4 Volunteer selection - selection criteria

Volunteer selection refers to the process of finding the right volunteer for the organization's activities and find or create appropriate activities for the volunteers who come into the organization and do not match any existing positions.

Activity of Volunteer selection is very important for the success of the organization's activities and volunteers. Random selection of volunteers can be a success, but it will be due to luck and not to efficiency and rationality of volunteer management in the organization. The selection process should be started in time, it is important to be shown some risks also so that the volunteer understands that he has also responsibilities.

Volunteer selection process:

- allows to identify skills of volunteers;
- allows to identify the training needs of volunteers for the success of future activities;
- allows orientation of volunteers towards the right skills, interests and individual motivations;
- allows to be actively involved in volunteer activities suitable for the category of beneficiaries of the organization;
- allows to clarify the picture of volunteers about the organization, activities and their role in this structure
- helps to clearly differentiate the roles of staff and volunteers.

Selection of volunteers differs essentially from the selection of personnel for positions remunerated by the mere fact that it is not appropriate to say 'no' to a person who is willing to offer their time, skills and dedication voluntarily and without seeking financial reward for his fellow service and to solve common problems.

The key word in what we call selection of volunteers is not actually "select" but "*to fit*", that is *to find the right volunteer for the organization's activities and find / create appropriate activities for the volunteers who come to the organization and do not match any an existing position*. Selection of volunteers is in this context a complex process that should receive attention in the organization

Selection criteria:

- To be active;
- Have free time for the activities;

- to show enthusiasm and willingness to participate in the activities of the organization;
- to be sociable and possess teamwork skills.

Development of a strategy in the selection of volunteers in the organization offers several *advantages*:

- facilitates the planning and organization of recruitment strategies;
- sends the message to potential volunteers and partners of organization that active Volunteers are a very serious matter in which the organization invests time and effort;
- contributes to building a complex and positive image of the organization in relationship with volunteers and other partners;
- notifies the general public - hence the future volunteers - the seriousness of the organization, taking on principles, rules and standards of practice;
- grants for those interested the opportunity to carry out volunteering activities to know the standards of the organization before deciding to participate in its activities;
- justifies any refusal wrong with the profile of volunteers, standards and scope of the organization.

To be functional, the volunteer selection strategy must:

- be designed with the volunteer program;
- be in harmony with recruiting strategy practiced by the organization;
- be made clear;
- be made known to those interested to work as volunteers in the organization;
- are not discriminative;
- to prevent as much as possible the subjective decisions of those who made the choice;
- be justified by the nature of the activities to be carried out by volunteers so choose;
- do not become a barrier to volunteer involvement.

Once volunteers have been recruited, selected, oriented to tasks matching their profile and possible trained, work can begin!

2.5 Instruments used in the selection of volunteer

Selection of volunteers can be done in different ways depending on the capabilities and specific of organization. Among the most common instruments used in selecting volunteers are found:

- Application forms;
- Recommendations;
- Interview;

In isolated cases are also used as instruments: resume and engagement / testing activities of volunteers.

Application forms

Application forms can be used as the first stage of the volunteer selection process, the information thus collected is used to guide the volunteer to an activity or becomes a basis for the selection interview.

Application forms:

- simplify the selection process, especially where there are a limited number of possibilities for the involvement of volunteers;

- enables the collection of specific information;
- provides the opportunity to collect similar information as to the composition of databases;
- helps to structure selection interviews.

Application forms can be a barrier to participation, especially for people with low literacy. Forms should be used where appropriate and the information thus collected is enhanced utility. It is better to explain to volunteers how the information requested on this form will be used.

Recommendations

Recommendations are not an alternative to other methods of selection of volunteers, but rather to complete them.

Recommendations are a confirmation of abilities whose existence must be established by another method.

Recommendations may contain relevant information about the volunteer in terms of the relationship with the one who prepared the recommendation and were not surprised through application forms, either in the selection interview.

In this event, the recommendation author may be contacted to provide more details and the subject can be approached in a discussion with the volunteer to clarify the situation.

When requesting letters of recommendation it should be taken into consideration:

- have a clear policy and procedures of the request letters of recommendation;
- be clearly specified when letters of recommendation are expected (before the selection interview, after interview selection before starting work, etc..)
- the person making the recommendation letter know the volunteer in a professional capacity and not as a friend or family member;
- the person making the recommendation is good to be informed about the skills and / or expertise required for the position for which the volunteer is selected;
- Lack of contacts in the professional field that have requested recommendations does not mean that we face a volunteer not suitable for that activity.

Interview

Volunteer selection interview is the tool by which we can gain the most comprehensive information about prospective volunteers.

Interview is:

- a tool for gathering information;
- an opportunity to convey the desired information about the organization, activities and beneficiaries;
- an opportunity to assess motivation, interests and abilities of future volunteers;
- an opportunity to assess the possibilities of integration for future volunteers in the organization;
- an opportunity for volunteers to evaluate integration opportunities in the organization from their own perspective.

Organizing an interview for volunteers proves that the organization treats Volunteers seriously and is willing to invest time and effort in organizing these activities.

What you are looking at the selection interview:

- acquiring information;
- providing information;

- facilitating mutual knowledge between volunteers and organization;
- facilitating the selection process (finding suitable work) for each volunteer;
- individual reactions that can predict future behavior etc.

The interview should be a two way process in which the organization obtains the desired information about volunteers, and volunteers get the desired information about the organization.

Interview involves *exchanges of information* on three specific objectives:

- Information the organization wants to send to the volunteer;
- Information the organization wants to find out about volunteer;
- Information the volunteer wants to know about the organization.

The importance of the selection interview is given precisely by *its ability to facilitate information exchange between the volunteer and the organization* essential for the correct and efficient integration of volunteer opportunities within the organization and the volunteer capacity to help achieve organizational goals.

Information on the organization wishes to send to the volunteer:

- the organization's history, mission, values and philosophy;
- details about the activities in which volunteers can get involved;
- limits of volunteer involvement in the organization;
- procedures within the organization;
- expectations of the organization in terms of time spent volunteering;
- possible situations where volunteers may find themselves during their work;
- details about continuing the selection process until work starts.

Information the organization wants to find out about volunteer:

- motivation to engage in volunteer activities;
- expectations of the volunteer from the organization and activities to be undertaken;
- how they found out about the organization and its activities;
- Previous experience as a volunteer;
- activities that they want and do not want to achieve;
- Availability for involvement in volunteer activities;
- skills, knowledge and relevant experience;
- the period for which they want to carry out voluntary.

Information the volunteer wants to learn about the organization:

- the purpose and structure;
- beneficiaries of the organization;
- the role of volunteers in the organization;
- volunteer relationship with employees - how to integrate volunteers into the structure;
- limits of volunteer involvement in the organization;
- the time needed to perform voluntary activities;
- the type of activities that can be carried;
- possibility to change the work they perform;
- Training offers eligible;
- the support that they can rely in the conduct of activities;
- how to proceed when problems arise;
- procedures covering the costs of the activities alleged;
- legal aspects involved (contracts, insurance, etc.)

- how they will be informed about the selection results.

Interviewing of volunteers should be organized very carefully. Any issue can become very important in the process, from the venue of the interview to questions addressed; they can all influence the interview in a more or less beneficial way to the organization and / or to volunteer.

The interviewer should know very clearly what *to seek* to potential volunteers and how *to find out* what he is looking for. Interviewer task is not simple and is subject to bias. Person interviewed should be chosen with care.

Qualities that the interviewer is good to have:

- *reformulation and synthesis capacity* (used to highlight important points of discussion, should be exercised with moderation);
- *ability to ask questions* (requires the ability to combine closed and open questions and to tailor the type of question to the subject he addresses);
- *active listening ability* (encourages volunteer and helps clarify misunderstandings);
- *empathy* (understanding the mental state of the volunteer and support it);
- *Ability to create and maintain a positive atmosphere* (involving the transmission of sensations of relaxation, calm, sympathy to stimulate discussion, expressing clearly and using appropriate language for conversation partner).

Content of selection interview:

The questions asked during the interview for selection are generally directed to collect the following information about volunteer interviewed: education and training, experience, qualities and skills, attitudes and values; others.

There are various *types of questions* that are more or less effective in collecting the desired type of information in the categories listed above:

- *Open questions:*
 - Are designed to provide the interviewee freedom to structure their response;
 - Gives the interviewer the opportunity to discover points of interest of the speaker;
- *Closed questions:*
 - Are used to obtain answers "yes / no" to specific questions;
 - Their inappropriate use can cause frustration;
- *Hypothetical questions:*
 - Are used to emphasize the interviewee's attitudes and behavioral reactions that can predict future behavior;
 - Their use very often can cause confusion;
- *Specific questions:*
 - Are used to explore in detail the specific instances;
 - Are very useful in exploring specific areas of interest of the interviewee;
- *Inductive questions:*
 - Are questions that try to obtain the consent of the interviewee for their opinions;
 - These questions can generate discomfort of interviewee;
- *Trap questions:*
 - Using this type of questions is not a sign of professionalism and openness to interviewee;
 - It is not recommended to use these questions in interviews for selection of volunteers;
- *Complex Questions:*
 - Are questions confusing both the interviewee and the interviewer.

The interview should not be concluded before:

- provide volunteers interviewed to ask questions;
- provide volunteers answers to questions;
- provide information about how the results of the interview will be communicated to the interviewee and what are the next steps for a positive response.

CHAPTER III:

PROCEDURES AND METHODS OF WORKING WITH VOLUNTEERS

3.1 Training volunteers

All jobs require specific tasks, a certain level of knowledge and skills. Since the quality standards to be met by an employee and a volunteer are the same, volunteers need training to learn and develop specific skills required (and not general skills). The fact it's possible for the right volunteer to be chosen does not mean that he does not require extra information to improve performance, to develop personally and professionally, and especially to motivate him.

Training involves certain costs (both material and time-related), but brings many benefits to volunteer and organization:

- help define the role and status of volunteers in the host institution (change stereotypes about volunteers);
- Volunteers increases confidence, satisfaction of work properly fulfilled and can discover latent skills of the volunteers (create sense of security because they have at hand all the information for the task, give the chance to gain new ideas and develop new skills);
- is a means of providing a homogeneous service to beneficiaries of organization / institution;
- attract, encourage and motivate volunteers;
- provide the opportunity to review essential information about how to work in the host institution (confidentiality, health, safety);
- can form a strong and diversified team (the organization provides the opportunity to know the volunteers and to share experiences);
- Increase volunteer commitment to the host institution and may keep them long-term (creating a sense of belonging to the group, to the host institution).

Normally preparation of training materials is for the trainer, however, volunteer coordinator involvement is extremely important, because it knows best the answer to the question: What information / skills / attitudes needs a person working without pay for a certain activities?

For volunteer training session to be effective and meet the needs of both the organization and especially the needs / training needs of volunteers (needs / requirements of skills and knowledge) all courses should be closely related to their position and target specific skills required.

Depending on the needs / specific needs of volunteers, training may subject the development of skills with varying degrees of specificity, namely generality, such as: development of materials, assistance to persons with disabilities; communication (interpersonal, public speaking); skills to operate computer (image or word processing files,

databases, etc.); organization of events, exhibitions, programs; supervisory skills; public relations; problem solving and conflict analysis; time planning and prioritizing tasks (independent and in a team).

Professionalism that builds the training program is vital.

Stages of organizing a successful training sessions are:

1. setting clear goals and objectives;

2. preparation of plan:

- Planning training session in advance;
- The choice of the training organization (structured, group, one-on-one)..

3. establishing resources:

- Staff who will support training;
- Assistant in charge of the logistics of the training session;
- Equipment needed in running;
- Materials that will be distributed to participants;
- Properly equipped classroom.

4. budgeting and cost management:

- Remuneration of instructors and the amount of organizational expenses;
- Attracting donors or sponsors to cover the costs of training;
- Involving staff in conducting training sessions, as needed

5. determining the number of participants (it is very important to choose effective instructional methods and techniques):

- Large groups do not allow interaction between all participants;
- An opportunity for larger groups would be working in small teams and sharing ideas in plenary.

6. determining the duration of the training session:

- Allocate time for training session depending on the subject matter and the number of participants;
- Course duration to be sufficient, but not overly long, with breaks;
- Establish a flexible schedule.

7. selection of training session location:

- Swing space to be inviting and attractive room (a round table and chairs arranged in a semicircle are more friendly than a classroom-type arrangement);
- The location of the training session is announced in advance;
- Availability of training (hour, day, location).

8. choosing the person who will support the training:

- A qualified person as trainer (in or outside the organization, the training specialist respectively) to support training on the subject and who is able to address training perspective interactive, attractive and not intimidating;
- It takes into account not only the expertise of the person elected, but his communication skills and interaction with volunteers.

9. promoting training session

10. motivating and attracting specialized volunteers

11. organizing an attractive training session:

- Will take into account the knowledge, skills and attitudes of volunteers;
- Will be targeted only skills that can be learned later in the short term;
- It will create a relaxed and friendly atmosphere and not a rigid and formal one;
- Training session will be active and varied and not monotonous to remove volunteers;

To increase performance in voluntary activities and to prepare volunteers able to accomplish effective work for the organization, a volunteer coordinator does not have to be a good trainer, but must fulfill the following tasks:

- Create and coordinate steps to organize a training session for volunteers;
- involve volunteering supervisors to create training programs tailored to existing needs;
- to give older volunteers with more experienced co-trainer status because they are an inexhaustible source of examples, case studies and can say that is exactly how a particular theory can be applied in practice;
- to work together with the employees who will work more directly with volunteers;
- to provide as a way of motivation, training in general skills: communication, active listening, giving and receiving feedback.

3.2 Motivating volunteers

Motivating volunteers (what the organization does to create for volunteers optimal conditions to perform their work) and motivation of volunteers (what are those things that lead a person to develop an unpaid activity) are two sides of the same coin.

We list some possibilities uses of Maslow's theory (theory on motivation of volunteers) by applying it to the motivation process of volunteers:

- if the volunteer is concerned with basic needs, we must identify those resources within the project that enable the provision of tangible benefits (eg free meals, uniforms, etc.);
- if the program is in a dangerous area that offers security issues there is a need to seek solutions for minimizing the risk (guarantee transport, an adequate lighting system, etc.);
- whether the unmet needs of relationship, then teamwork opportunities, integration into an existing system, socializing are highly motivated;
- for a volunteer in need to cultivate his self-esteem, you can create different occasions that recognize and appreciate (in public or restricted framework) his qualities and to highlight his

contribution to the team tasks, to remind him that is an important member of the community who engages in problem solving;

- for those volunteers who need self-fulfillment, you must create the appropriate framework in which to be able to capitalize on their skills and knowledge by participating in activities;
- Given the fact that each is motivated by those needs that are not yet met, a considerable chance of success strategy is to discover in each volunteer those qualities which are not covered, giving then an activity that not only allow the use of those qualities, but also their development and improvement;
- People are often motivated by a call or a visionary dream! To the extent that volunteers will find in the organization's mission statement some of these dreams, it will become a major motivator for their involvement in the organization.

Motivate volunteers to work within an organization in a project is an art. It is imperative that a volunteer coordinator know how to motivate people working with to be satisfied with the work they do, to know how to motivate them to implement their ideas, and to encouraged them to be active, but knows how to focus his attention on their needs, to know how deal with unpleasant situations and communicate with volunteers.

Organizations that offer attractive and interesting tasks will have less difficulties to attract and retain human resources represented by volunteers.

Creating motivating activities for volunteers

Creating motivating volunteer activities must take into account two important criteria:

- the need for staff consultation;
- create job orientation towards concrete results.

Consultation with staff

It is important that staff be consulted at the stage of program planning. To be effective, the volunteer must have the full support of fellow employees.

They will support the volunteer if they understand how his activity is profitable for the organization. At this stage of volunteer management, volunteer coordinator role is to consult with staff starting from questions such as:

- What are the components of the work for which I remain too little time?
- In what projects do you believe involvement of department that you are part of would be useful but has not been done?
- What activities do you consider that should be carried out but notice that nobody has the necessary skills?

Now can be corrected some volunteers unrealistic expectations by the personnel employed, such as, for example, a volunteer that is available 8 hours per day, five days a week. Very important is that this process of consultation between the coordinator of volunteers and staff

to be permanent, to indicate different needs or events related to the work of volunteers in the organization.

Orientation of jobs created to concrete results

Orientation of jobs created for volunteers towards concrete results is a strategy to motivate volunteers due to implied characteristics that the activity provides:

- the possibility of taking "ownership" of concrete results - is important for the volunteer to be able to say 'I made it myself!';
- sense of personal pride for a particular result can be undermined when work performed by the volunteer is only a segment of a long list of actions that will lead to a result. For example, rather than paint all the doors of a school, volunteers will be happy to be able to perform all tasks related to the renovation of a single class which offers the possibility to assume "ownership" of observed changes;
- the opportunity to participate in development of tasks-volunteer is involved not only in the task, but also in planning and designing it. Sometimes staff may be reluctant to offer the volunteer this possibility, justifiable reluctance especially when volunteers fluctuation is very high. However, a situation in which the volunteer is always responsible only to implement projects of others can be counterproductive, the performer being only one of the resource roles within the team;
- accountability for results - volunteers do not have to be responsible only for the task, they should be responsible for its successful implementation. In this way we meet the need for self-realization of the Volunteer of knowing that the work is valuable and worthy of their efforts. Volunteer coordinator task is to quantify the expected results as possible, to explain their importance to volunteers and then track the extent that is achieved or not, providing constructive feedback as needed. In this context, the measurement results is very important in order to mirror the quality of volunteer work.

The theory of expectations

The theory of expectations was formulated by Victor Groom and points out that if the reality does not live up to expectations, people will de-motivate!

In the context of this theory is very important to:

- be exposed very clearly expectations that volunteers have from volunteer experience and expectations that the organization has from volunteers;
- find the most appropriate way to negotiate to minimize the effect of any differences;
- not promise more than they can ever realistically offer;
- not embellish reality when recruiting volunteers - volunteer when discovering the truth will be disappointed!
- explain from the beginning the mission and direction of the organization;
- provide clear responsibilities, rights and duties of the volunteer;

- clarify any restrictions, limitations, etc.

3.3 Supervision of volunteer activity

Once volunteers have been recruited, selected, oriented to tasks matching their profile and possibly trained, work can begin! But at this point begins the continuous task **to monitor** the work of volunteers, task belonging to volunteer coordinator.

He must ensure that the involvement of volunteers in the program is running smoothly, the work objectives are achieved in a timely manner and at optimal quality parameters, the team is united and there are no internal conflicts.

Supervision of volunteers is done:

- over time (monitoring);
- at regular intervals (time limits).

Not all volunteers require supervision of the type one-to-one. This type of supervision involves regular meetings between the supervisor and each volunteer, which discuss in detail, even on an agenda, conduct tasks and problems referred to during supervision. This is a more costly way in terms of time and effort by the volunteer coordinator or the coordinator of the department where the volunteer was placed. However, when performing volunteer work emotionally demanding, it is good to include this form of supervision more formal and personal.

Supervision meetings are useful for:

- building a relationship based on mutual trust and interest in the volunteer;
- discuss progress made by volunteer in his work;
- establishing and monitoring targets;
- clarify and resolve any problems;
- Providing feedback to the volunteer;
- Providing an opportunity that the volunteer influences through his opinions the services provided by the organization.

Efficiency of volunteers increases by interacting with other volunteers, but especially with the supervisor. Also, adequate supervision and consultation significantly increase job satisfaction of volunteers.

Who supervises volunteers?

Because the relationship between the supervisor and the volunteer is essential, the question is exactly who oversees - volunteer coordinator or the coordinator of the department where the volunteer was placed?

Supervision can be carried by:

- volunteer coordinator;
- Coordinator of the department in which he was placed (or employees of the department with which the volunteer works directly);

- a volunteer who assumes leadership.

In centralized organizations and programs in which most tasks are performed by volunteers, supervision activity is carried out by the coordinator of volunteers. However, this activity is very costly in terms of time spent, often this type of organization prevents conducting other activities by volunteer coordinator, and therefore the overall development of the volunteer program.

In contrast, in decentralized organizations where volunteers are placed in the departments of the organization, volunteer coordinator divides the task of supervising with coordinators of those departments or employees with which volunteers work directly. In some cases, the task of supervision is fully delegated to the latter.

A third possibility is that supervision be carried even by a volunteer who assume leadership. Volunteers are excellent supervisors also because they strengthen cohesion of volunteers as a group. Besides that it facilitates the work of employees who will be able to use such time for other activities, this option is also a good way to recognize the merits of volunteers and reward them (that is, ultimately, a promotion on hierarchical scale of the organization). The coordinator of volunteers may provide training, advice and support during the whole supervisory activities of other volunteers.

When performing supervision?

Supervision is of course a work in progress, so taking the form of monitoring the process. The frequency with which it is best to schedule meetings between volunteers and supervisor depends on a number of factors:

- the voluntary nature of the work submitted (eg volunteers providing telephone counseling to clients in need requires, usually, more supervision than dealing gardening volunteers);
- availability of other forms of support, such as the existence of support groups or discussion for volunteers;
- the skills and self-confidence of volunteers;
- the length of time since the person is working as a volunteer (new volunteers require more supervision than experienced ones);
- availability and agenda of supervisor.

It's very unlikely to be necessary to program weekly supervision meetings for each volunteer. In the process will be seen that a session for about one hour, once or twice a month is sufficient. If you work with a large number of volunteers, one-on-one supervision is not possible, so you have to find other ways such as group supervision meetings or support groups for volunteers. If you really do not have time to provide one-on-one advice, it's still very important to be available to the volunteer requirements without notice to discuss current issues.

How do we efficiently supervise?

Volunteer supervisor must ensure that each of the human "parts" of the system (volunteers, employees) and their relationship (relationship volunteer-employees) operates at the optimum parameters, and thus the system itself.

To do this effectively, the coordinator must have knowledge and management skills of staff.

Skills relevant to the ongoing task of supervising the work of others are:

- Ability to delegate tasks;
- Ability to effectively assume leadership;
- Ability to strengthen team spirit.

Delegating tasks

Permanent task of the supervisor is not to directly perform tasks, but to ensure that they are carried out by others: supervisor works in special "through" them! If you try to do everything by yourself, you become overwhelmed by the frequent requests of help from volunteers.

To avoid such situations, it is better to give volunteers the opportunity to make their own choices regarding how to carry out the work. Therefore, volunteer coordinator must delegate some control and responsibility to those who is working with, so volunteers.

They can thus decide how and what to do without having to ask the coordinator at each step. The danger that arises in this approach is that things can start to go wrong, because wrong decisions taken by a volunteer at a time. Also, arises the question - how far goes exercising control by the volunteer over his work?

Who evaluates ultimately this work?

Delegating responsibility is beneficial to both parties (supervisor and volunteer):

- First, make sure that the volunteer is able;
- Explain both the nature of the task and the degree of authority that it will have in making decisions on the task;
- Focus on explaining tangible results that he should obtain;
- Establish together details of tasks and period of performing it;
- Establish a system of reporting progress made on the way;
- Delegate not only enjoyable tasks, but also the unpleasant ones;
- Do not use delegation as a way to throw the responsibility on others;
- Provide positive feedback;
- Make sure you delegate a task to a certain person;
- Gradually increase responsibilities and discretion of the volunteer;
- Instruct volunteers, if you notice deficiencies;
- Inform the others that you have delegated the authority on the task;
- Recommend the volunteer resources and ways to get help;
- Attempt to emphasize the significance and importance of the task that you delegated it.

Assuming leadership

What is the difference between a good team leader and a weak one? Here are some aspects that will help you evaluate your skills to lead and supervise volunteers working in teams:

- Can you provide feedback?
- Do you put the emphasis on the positive aspects of things?
- Are you trustworthy and respect ethical principles?
- Do you address problems with diplomacy?

- Are you willing to help those you work with?
- Do you know how to listen to others?
- Do you give evidence of sufficient sensitivity?
- Do you know how to establish clear objectives for team work?
- Do you give a good example by what you do?
- Do you participate with others at work?
- Do you have knowledge of the field?
- Do you feel that you are strong, but approachable at the same time?
- How flexible are you?
- Are you able to make decisions and act accordingly?
- Are you willing to perfect your skills and learn all the time?
- Do you know how to instruct others?
- Do you appreciate the people around you?
- Are you honest and natural?
- Do you communicate easily with others?
- Are you well organized and do you know what your priorities are?
- Are you able to delegate tasks?
- Does your work give result most of the time?
- Do you trust yourself?
- Are you correct in making decisions?
- Are you a perfectionist?
- Do you like to risk, but not too much?

Strengthen team spirit

One of the success factors of the program is the volunteer coordinator ability to create conditions that foster volunteers and their willingness to engage in that activity. Creating a sense of belonging to a team is certainly one of the key elements in this regard.

In exchange, teams are formed over time, reaching the enviable job performance, which far exceeds the sum of individual performances.

Team means synergy, a climate of mutual trust, the power to work together and to relax together, the ability to solve their internal conflicts and commitment to common goals.

A coordinator / supervisor who knows what to expect at each stage of coagulation of a team also knows what to do to facilitate its formation.

Forming the team stage:

- Make sure that team members know each other;
- Meet the individual needs of everyone;
- Provide clear information and guidance;
- Share easy task, as "warming".

Conflict stage:

- Continue to keep a brave face;
- Assure team members that it is normal to have conflicts;
- Openly discuss the tensions arising in the team;
- Give the team members more important tasks;
- Propose exercises to strengthen the team spirit.

Norming stage:

- Be less rigid in team coordination, as it consolidates;
- Try to delegate more and more responsibility to the members;
- Make sure the team is balanced and does not rely excessively on individual effort of any member;
- Continue to do with the team exercises for building team spirit.

Performance stage:

- Make sure that the information need of team members is satisfied;
- Make sure that the team celebrates its success;
- Encourage the team;
- Encourage team members to be flexible and to change roles between them sometimes;
- Diminish involvement in the management of team as it is formed;
- Support the maintenance of mutual trust climate;

Stage of completion (if applicable):

- Encourage team performance evaluation;
- Recognize the merits of individual members and reward collective effort;
- Encourage expression of feelings within the team;
- suggests organization of a small festival to give a solemn conclusion of this phase of the development of team of volunteers!

Organization of supervision meetings

Preparation of meetings:

- Establish the frequency and duration of meetings;
- Find a suitable space (quiet with no interruptions);
- Avoid canceling appointments or defer them because otherwise you risk sending a negative message;
- Set out the issues that need supervision - to be discussed at these meetings and what not (eg, personal problems);

- Fall together to agree on the agenda, which are issues that will appear on the agenda of all meetings and what are the specific aspects of the meeting or the aspects the volunteer wishes to discuss at a time (make sure you do not dominate the agenda);
- Fall to agree on what is confidential and what is not in your relationship with volunteers. Most of the issues will be confidential, but sometimes some issues that are communicated during supervision will be provided to other volunteers also.

During the meeting:

- Begin and end the meeting on time, try not to go over the allotted time;
- Listen carefully to what the volunteer has to say and use your active listening skills (including body language) to show that you care and that you understand what it is communicated;
- Discuss the tasks carried out since the last supervision meeting and set goals for the next period;
- Identify any current or future training needs;
- Do not avoid conflict - if a sensitive issue needs to be discussed, try to approach it, but not avoid, claiming that it doesn't exist (probably because not only that the problem will not resolve itself, but will also get worse);
- Identify any potential problems and find appropriate solutions;
- make sure that any feedback that you give the volunteer is constructive and focused on the problem - if you must criticize him make it clear what you do it. Find volunteer opinion about the problem and try to help him find ways to improve performance;
- Be open to volunteer opinions and to any criticism and observations on you or the organization in general;
- Avoid excessive supervision of volunteers or to always scold them;
- Attempt to clarify that your role is to supervise / coordinate and not to be a friend or colleague; this does not mean that supervision meetings must be overly formal or unfriendly;
- Do not forget to praise the volunteers for success. Put the stress on facts, not on the person and focus on your progress towards specific targets, not praise in general.

After the meeting:

- Write down any matter needed to be discussed at the next meeting;
- Write a brief report about what you discussed at the meeting and the conclusions and decisions reached, including future goals; make sure you give the volunteer a copy of this brief report;
- do not forget to thank the volunteer for the work that he has done and schedule the next meeting!

Supervision of volunteers working on the field

For organizations that send volunteers to work on the field or in other organizations, the question of maintaining the link between volunteers and volunteer coordinator arises, if he is still partially responsible for their supervision.

Ways to keep in touch with the volunteers on the field:

- Daily phone;
- Emails;
- sending newsletters by the organization to keep the volunteer informed about what is happening in the organization;
- maintain a log by the volunteer to keep track of his activities;
- The proposal to contribute with articles about the work on the magazine of the organization.

Supervision of volunteers who work "on the field" and not in daily contact with the organization requires efforts to maintain communication. The danger is that these people are to "dispose" of the organization and develop an attitude of "us" versus "them." Issues that volunteer coordinator / supervisor need to be ensured of:

- maintain communication with the volunteer;
- check that the volunteer works properly on the field.

In order to maintain communication with the volunteers on the field, the following measures are useful:

- Supervisor should take into account possible delays or misunderstandings in communication when planning actions;
- Volunteers working in remote locations make their problems to the fact that they will not be informed of the decisions and news within the organization. Also will wonder about if their views are taken into account when deciding on the program;
- When decisions need to be taken on the program is good for those volunteers to be present, especially when the decisions affect them directly;
- It is better to send more information to those on the field, proactively, than to give them the feeling that they are not included. Therefore, constant efforts must be done keeping them informed;
- Remember that an efficient communication system operating in all directions, not just in the center out to the industry, but also the opposite and horizontally (from volunteers). Make sure that information flows not only in one direction (eg from you to volunteers on the field) and the system of communication, be it e-mail or telephone passes these challenges of this multidirectional information flow;
- a good way to keep a sense of cohesion between staff, volunteers working in close proximity to the organization and those working on the field, is to organize social events: meetings of volunteers, newsgroups;

Regarding the second issue, that of checking the work of volunteers on the field, is useful:

- establishing clear priorities to guide the daily work or volunteer. This must be communicated effectively and without doubt, for the volunteer to know what and when they have to do, even if the supervisor is not there at that time to help him;
- for fieldwork is better to choose volunteers who have the ability to work alone, to make decisions on their own and have initiative without constant assistance. But at the same time,

these skills will make that volunteer hard to control, because he used to take his own decisions.

Termination of collaboration with an unruly volunteer

One of the nightmares of any volunteer coordinator is when he has to communicate to a volunteer that the organization no longer needs his services. The first hurdle in these situations is the mentality of the supervisor, who - as a rule a person dedicated to working with people - has difficulties in communicating the volunteer the decision.

Programmes on which the focus was on volunteering as a benefit to volunteers (eg in programs to reintegrate into society by volunteering of older people), the issue is more thorny, in which case the recipient is the volunteer / client itself and is difficult to justify a decision to terminate the collaboration.

There can be many reasons to finish working with a volunteer. But in principle, problems in working with volunteers can be a result of the inability to effectively coordinate the volunteer work: either interviewing or selection were not performed at the optimum parameters, or activity to which it was directed did not match enough with his skills or training and supervision were not properly conducted.

The goal of any program is to provide quality services to its beneficiaries, therefore, be it paid or not, the work must be carried out optimally.

Therefore any hindrance in the smooth implementation of the work will be done in one way or another. Creating different standards between employees and volunteers will lead to the installation of an unhealthy climate in the organization. And not to admit that a task can be concluded well or badly, just because the one who is carrying is a volunteer, means to deny the very value of voluntary work. An organization that does not care about the quality of work of its volunteers does nothing but to convey the message that voluntary work is negligible.

The decision to "fire" volunteers who do not perform adequately should be governed by the organization's policy on working with volunteers. To cope with such situations, the organization must have:

- a clear description of the duties and responsibilities of each volunteer station, to have a set of measurable objectives against which it can determine work output and eventually failure of tasks.
- a clear set of policies and procedures for staff, including volunteers, on cases of suspension and termination of the collaboration as a disciplinary measure;
- a volunteer prior information about these policies, with examples of acceptable and unacceptable behavior in the current work;

If we decide, therefore, it is appropriate to take more drastic measures on a volunteer, we can define a series of steps to follow:

- Prior warning - volunteer should receive regular feedback on his performance;
- Verbal reprimand of volunteer is meant to recall the volunteer that there is a set of rules and parameters to follow;
- Investigate the actual situation - this step involves detailed investigation of the degree of violation of the rules of the organization, also is looking for possible causes and possible ways to remedy the situation without calling first punishment;
- sanction - although an unpleasant task, someone still has to notify the volunteer on the collaboration termination decision.

Be direct, do not try to bypass the subject or leave the impression that there are alternatives: since you have gone the other steps, it means that the decision is final and must notify it. Also, do not forget to inform collaborators of volunteers on the decision, but need not mention them the reasons behind the decision.

3.4 The relationship of employees with volunteers

Involving volunteers in the organization is characterized successful when all tasks are well brought to an end and the staff is satisfied.

Job satisfaction, in turn, is the result of collaboration between several factors, one of which is a collaboration of the core team. Working atmosphere and staff attitude is directly reflected both in the quality of services provided by the organization, as well as personal satisfaction. And team work, especially in an area where dedication to the community is essential, is a necessity.

Volunteers once recruited, selected, evaluated and involved in the organization, become part of it. They come to us with enthusiasm and willingness to cooperate. However, how paid employees, who have duties and responsibilities usually stable and much higher in the organization, react to these changes?

Not infrequently, they experience a desire to involve volunteers with reluctance and even with suspicion, believing that volunteer's intrusion is more a nuisance than a real help in addition.

The volunteers often get to work with other employees and not only with the coordinator who recruited and trained them; volunteer coordinator seldom goes to supervise work of volunteers. Most often they become subject to other employees in the departments of the organization, working in related activities to delegated tasks of volunteers. So collaboration is essential, it depends on the efficiency of meeting the objectives and quality of work.

Success in collaboration occurs only when the employees of the organization have *knowledge* of how to work with volunteers and *are motivated* to work with them.

The same is true on the volunteers, except that the motivation to work in their case is a matter of course. But their prior training is as necessary as for employees.

For a fruitful collaboration, communication barriers must be eliminated, misunderstandings and prejudices they have about each other volunteers and staff.

Causes of problems that arise between the two parties are due most often to blur on their own role and on the duties of the other party (volunteer or staff). Therefore, an essential role is the prior training of both parties on collaboration, but especially of employees.

Evaluation of cooperation and resolve these tensions and blockages must be made in 3 directions:

- training of staff;
- training of volunteers;
- clarifying / changing the organization's policy on collaboration between the parties.

The central role in resolving the conflict belongs to the management that will have to manage conflict occurred without prior planning of training on collaboration of parties.

Basics elements for creating and maintaining a good cooperative relationships between employees and volunteers are:

- develop a clear policy;
- assessing the situation;
- Train employees on working with volunteers;
- delegate the task of volunteer coordinating;
- gratitude and appreciation;
- develop a team spirit.

Develop a clear policy

The organization must explain why involves volunteers in their activities and have developed a *clear policy* in this regard, policy communicated to staff in advance. Employees need to understand why will be useful to work with volunteers, both to ease their work and for organization.

Assessing the situation

To test the response to the communication of the new policy to involve volunteers in the organization, it is useful *to assess* the attitude of staff on future collaboration - evaluation of their previous experience in working with volunteers, supervisory skills, their fears, etc. If the organization is already working with volunteers, but would like to start a new voluntary program, it is useful to assess attitudes of volunteers towards staff.

Training employees on working with volunteers

If the volunteer coordinator is the only one in the organization that has the skills necessary to work with volunteers, the volunteer involvement program will not be successful.

Since volunteers will work directly with employees in tasks, and often will be supervised by them, it is necessary to train employees on working with volunteers. Issues on how to use the full potential of knowledge of volunteer, how to motivate, how to reward him - all these work tools must be available to employees working directly with volunteers!

The two main objectives of employee training on working with volunteers are:

- *informational* component - the assimilation of knowledge and skills of working with volunteers;

- *motivational* component - awareness and increase involvement and motivation to work with volunteers by:
 - expression and discussions of any concerns and grievances about working with volunteers in the organization's programs;
 - transformation of staff fears in believing that volunteers are very helpful for the organization and the benefits they bring to the organization and personnel outweigh the difficulties;
 - addressing concerns uncritically, preferably as a consultative style which gives the feeling that the employee can control the situation;
 - creating a sense of control by providing the opportunity to have their say in planning and program development and by delegating some responsibilities of volunteer coordination to paid staff.

Employee training session on effective collaboration with volunteers is recommended to include the following elements:

- explain why the management decided how it will be helpful for the organization working with volunteers and emphasizing the benefits they will bring;
- Presentation of voluntary program to be established;
- examples of successful models of collaboration between employees and volunteers (from other organizations or programs);
- Information about volunteers:
 - General aspects about the types of volunteers, the problems most often encountered in working with them, diversity understanding their motivations, etc.
 - Specific issues: (description of tasks different types of volunteers can perform, describe the tasks that volunteers *can not* satisfy from various reasons, emphasizing that volunteers are given tasks that must be matched to their interests, abilities and their needs; indicate that the tasks should be linked to the organization's mission, to be useful for the volunteer to feel the importance of his work and feel part of the organization; recommend to learn to be creative and find custom tasks, interesting and creative for volunteers, not administrative tasks unrelated to the organization's mission).

Many of the tensions are reduced to the fact that both employees and volunteers don't know their role and responsibilities in the joint program. This means, therefore, to clarify the system of relationships between employees, volunteers and volunteer coordinator: who is responsible for supervising, evaluating, rewarding and in what situations they apply.

Delegating the task of volunteer coordinating

An effective volunteer coordinator learns to delegate tasks of coordination of volunteers to paid staff who works with volunteers.

Involving employees in the current tasks of the coordinator of volunteers, as well as the selection and evaluation of volunteers will give them a greater sense of control over those with whom they work, increasing their satisfaction and willingness to collaborate in the future.

Gratitude and appreciation

It is important for a successful collaboration between an employee and volunteers with whom they work, their merits to be recognized by providing feedback.

In relation with volunteers daily reward is very important and involves:

- To say thank you;
- Create a pleasant working environment;

- To demonstrate concern for their person.

Also, gratitude and appreciation for the volunteers can be reflected by:

- Nominate volunteers in activity reports;
- Mention of the volunteers in the local press articles and reports;
- Placement of information about the work of volunteers on the organization's website;
- Award the most active volunteers (offering diplomas, gifts or subscribing to various training courses);

Developing team spirit

One of the success factors of the organization's volunteer program is the ability to create optimal conditions to stimulate volunteers and their willingness to engage in that activity. Creating a sense of belonging to a team is certainly one of the key elements that increase the efficiency of volunteers.

Developing team spirit in mixed teams of volunteers and employees involves:

- creating opportunities of teamwork between staff and volunteers;
- awareness of the team that is working toward a goal / common mission and that they share the same values;
- promote a sense of equality and mutual respect for others abilities and results.

Paid staff and volunteers should be treated as equals. This requires access to resources, involvement in decision-making and participation in the communication flow within the organization.

Evaluation of opening the parties to collaboration

Evaluation approach is done on three dimensions:

- Assessment of staff attitude;
- Assessment of volunteers' attitude;
- Evaluating the overall organization.

Evaluation can be done either by personal discussion - with employees, volunteers, or management - by asking targeted questions, either by distributing questionnaires with items targeted on issues.

3.5. Code of Ethics for Volunteers

European Commission came to the help of volunteers by the Working Group responsible for drafting the Code of Ethics of the organizers of voluntary activities. This document has been developed within the thematic working Groups that operated in Romania during the European Year of Volunteering in 2011 and is based on a set of fundamental principles of morality and ethics, as volunteers to guide when they participate in such actions, but also to give those who engage in such activities in the field, a framework for discussion.

By applying the *Code of Ethics*, the organizers of voluntary activities make a public statement about the importance of involving volunteers in their activities, but also on the need to manage this important resource in an ethical manner.

Code of Ethics of the organizers of voluntary activities is based on five fundamental principles:

1. Principle of transparency - is the basic principle of organizers of voluntary activities which encourage an open and honest working manner.

It involves the initiation of rules and compliance of measures, by the organizers and initiation of procedures to clarify the role of volunteers, tasks, level of involvement and responsibility in the activities carried out, providing accurate and complete information on the activities for which they are recruited, criteria on which the selection is made, any skills necessary, risks that may be exposed during the course of volunteering and measures to prevent and address risks, notice all the actors on human and financial resources available for volunteer activities or providing feedback throughout volunteering on the results of the activities volunteers carry out.

2. Principle of responsibility – this principle aims to prevent damage, consequences and control risks.

Any volunteer involved in the project, as any organizer of this must realize that he assumes responsibility for the work and results. Therefore, this principle implies accountability for compliance with the following issues: voluntary activity should not substitute employees work or represent an alternative to this formula, the volunteers are the ones who bring some value to the organization's activities, the volunteers' personal interests should not come into conflict with the interests of the institution, the need for volunteers is valued responsibly and realistically, volunteers are informed of and comply with professional standards and assume personal and professional responsibility for decisions and actions taken.

3. Principle of legality – this principle establishes the rule of law in all activities of the organizers of voluntary activities.

4. Principle of respect for human rights – It implies respect for fundamental human rights. It is recommended that the organizers of voluntary activities to take account of religious values, culture and tradition of the country and not to engage in activities that deviate from state law.

5. Principle of confidentiality – This principle involves ensuring that on the information volunteers provide only have access organizers of voluntary activities.

Code of Ethics of the organizers of voluntary activities contributes to:

- There is a shared vision of ethical principles in the field of volunteering;
- Improving the quality of services provided by the organizers of voluntary activities by adopting high professional and conduct standards in the involvement of volunteers in the activities;
- Improve communication and relations between NGOs and volunteers;
- Increase transparency and accountability of organizers of voluntary activities on involvement of volunteers.

CHAPTER IV:

RESOURCES

4.1 Instruments for working with volunteers

The set of documents used in the management of volunteers:

- The volunteer application form;
- Record of volunteer;
- Voluntary agreement;
- The volunteer time sheet;
- Volunteer activity evaluation form;
- Progress report.

VOLUNTEER APPLICATION FORM

A. Personal data

Full name:						
Address:						
Tel.:		Mobile:			E-mail:	
Date and place of birth				Gender:		
Place of work and occupation:						
Profession:						
Studies (last form of study):						
Areas with certificates of competency:						
Participation in courses (please list them):						
Has he been working as a volunteer		Yes			No	
Time availability of volunteer		Morning	Lunch	Noon	Evening	Weekend Holidays
Frequency:		Weekly for a no. of _____ hours		Occasionally for for a no. of _____ hours		Monthly for a no. of _____ hours
Time availability of volunteer		From: _____			Until: _____	

B. Volunteer is interested in:*

1. Field of activity			
Culture, art, recreation		Social services	
Defending and promoting civil rights		Representing interests of business and professional	
Learning, education, research		Economic and social development	
Philanthropy and Volunteer		Religion	
Health		Another area	
International cooperation			
2. Type of activity			
Working with beneficiaries		Professional service or advice (legal, accounting, psychological, etc.)	
Office activities (Eg.: computer work, copying of documents, etc.)		Organization of events	
Administrative activities (cleaning, repair)		Fulfilling a function within the organization	
Another type of activity			

* - the person who will complete the form will check the field of activity or type of activity to which the volunteer is interested

C. Skills:

Operating computer:		Word	Excel		Internet	
Foreign languages:	English	French	German	Italian	Spanish	Others
Driving license Category:						
Other skills:						

I agree that the information on personal data and willingness to work as a volunteer (time availability, skills and interest) to be made public (except date of birth and contact coordinates).

Yes ☐ No ☐

Date of completion: _____

Signature of volunteer: _____

RECORD OF VOLUNTEER

Name: _____

Position in the organization: _____

Purpose of position: _____

Responsibilities:

1.

2.

3.

4.

5.

Skills required:

1.

2.

3.

4.

Experienced required:

Relationships within the organization:

- subordination to _____

- collaboration with _____

Date of commencement of work: _____

Hours of work and duration: _____

Place of work: _____

Resources available:

1. _____

2. _____

3. _____

4. _____

Signature,

VOLUNTARY AGREEMENT

No. _____/Date _____

I. PARTIES

Art. 1. Parties of the current contract are:

a. _____, Str. _____, No. _____, _____ County.
_____, Tel/fax: _____, E-mail: _____, legally
represented by _____, as _____,
and

b. _____, resident in _____
str. _____, no. _____, bl. _____, sc. _____, et. _____, ap. _____
holder of ID series _____ no. _____ issued by _____,
PIN _____, as volunteer, signed this contract under the following
conditions agreed:

II. OBJECT OF THE CONTRACT

Art. 2. The object of the contract is running for the position of volunteer work in _____, described in the record of volunteer attached, activity to be undertaken by the volunteer.

For this activity, the volunteer is not paid.

III. DURATION OF THE CONTRACT

Art. 3. The duration of this contract is:

_____ time will be agreed according to
specific of task, but not more than 4 hours / day.

IV. RIGHTS AND OBLIGATIONS OF PARTIES

Art. 4. Volunteer rights:

The right to be treated as an equal colleague both by the organization's management and employees;

The right to be respected as a person, regardless of race, sex or sexual orientation, political or religious beliefs, physical / mental ability, level of education, marital status, economic status or any other similar criteria;

The right to have access to certain information about _____;

The right to participate actively in the development and implementation of the program / activity for which he is responsible;

Right to work in accordance with their personal preferences, temperament, life experience, education and professional experience;

Right to participate in training sessions, both at the beginning of the activity as well as during the activity, to always enjoy the latest information in the field;

Right to supervision - guidance from an experienced person, well informed, patient, attentive and having time to respond to their needs;

The right to a place to work and access to equipment and supplies needed to perform the activity;

The right to have ensured by the organization labor protection (in legal terms), depending on the nature and characteristics of the activity they perform;

The right to be insured by the organization, as provided by law, against accident and sickness resulting from the nature of the work they carry out, in the absence of insurance, the cost of medical benefits is borne entirely by the organization;

Right to be reimbursed by the organization, in terms agreed by contract law, expenses incurred for performing the activity;

Right to a working time up to 4 hours per day which does not affect the health and psychophysical resources;

The right to be issued by the organization a nominal certificate stating the capacity of voluntary;

The right to be promoted in accordance with the results taken;

The benefit of honorary titles, decorations and awards under the law.

Art. 5. These rights for volunteers shall consist obligations for _____.

Other obligations of the organization are:

Obligation to hold a volunteer orientation meeting (on general organization, the program where the volunteer will activate, presenting place of work, concrete tasks of the volunteer etc.);

Obligation to provide the volunteer a clear record of volunteer, showing:

- job title
- job scope and duration
- tasks to be performed
- work program
- name and phone of the person to whom the volunteer is directly subordinated
- reporting arrangements
- access to equipment
- obligation to appoint a person to supervise the work of the volunteer.

Art. 6. Obligations of volunteer:

The obligation to fulfill on time the assigned tasks for the organization through volunteer record;

The obligation to notify in advance any changes during the program / activity (including delays, absences etc.);

The obligation to preserve and protect the confidentiality of information to which he has access in volunteering, even after cessation;

The obligation to participate in training courses organized, initiated or proposed by the organization;

The obligation to be aware of the mission and activities of the organization;

The obligation to comply with the procedures, guidelines and policies of the organization;

The obligation to preserve the goods he uses in volunteering;

The obligation to provide quality services and to request support to the person to whom it reports in situations where he is forced to engage in an area not known or where his skills are limited;

Obligation to properly and timely complete all forms or reports required and agreed by the volunteer record;

Obligation to treat all people with respect (beneficiaries of the organization, other volunteers or staff and to provide his services with respect for the human being and without distinction of race, ethnicity, gender or sexual orientation, political or religious beliefs, physical/ mental ability, level of education, marital status, economic status or any other similar criteria);

Obligation to discuss this with the person to whom he reports directly all situations that with conflict of interest.

Obligation to comply with the Statute of Association, regulations, policies and procedures of the organization.

Rights of organization:

Art. 7. These obligations of the volunteer consist rights for _____.

V. LIABILITY, RENEGOTIATION, TERMINATION AND DISPUTES

Art. 8. Liability for non-performance or improper performance of the contract is subject to rules of the Civil Code.

Art. 9. Renegotiation of the voluntary contract is in the event of a change in a situation likely to hamper performance of volunteer obligations. Renegotiation occurs at the written request of either party, made within 15 days of when the situations mentioned above. The contract can be modified to other clauses by will of the parties with an addendum.

Art. 10. If the situation described in Article 9 makes it impossible to continue the execution of the contract, this will be terminated by law.

Art. 11. Termination of the voluntary contract occurs by initiative of volunteer or organization with a notice of 15 days.

Art. 12. Disputes arising from the conclusion, amendment, execution or termination of the voluntary contract are within the competence of the courts if the parties of the contract can not settle them amicably; actions arising from the voluntary contract are exempt from stamp duty.

Volunteer,

Executive Director,

(signature)

(signature and stamp)

VOLUNTEER TIME SHEET

Month 200..

Full name of volunteer

Date	No. of hours worked	Activity performed	Signature of volunteer	Signature representative of organization
TOTAL of HOURS				

VOLUNTEER ACTIVITY EVALUATION FORM

NOTE: *this questionnaire will be completed by the organization at the end of each month or at the end of working with a volunteer. For each evaluated volunteer will be completed a separately questionnaire.*

Name of the organization:

Full name of volunteer coordinator (or of the person undertaking the assessment):

I. What were the activities performed by the volunteer?

1. Mention the professional category* and activities related to category, performed by volunteer		
Equivalent value** : lei/month	No. of volunteer hours***:	No. of beneficiaries****:
2. Mention the equivalent profession and related activities performed by volunteer		
Equivalent value** : lei/month	No. of volunteer hours***:	No. of beneficiaries****:
3. Mention the equivalent profession and related activities performed by volunteer		
Equivalent value** : lei/month	No. of volunteer hours***:	No. of beneficiaries****:
4. Mention the equivalent profession and related activities performed by volunteer		
Equivalent value** : lei/month	No. of volunteer hours***:	No. of beneficiaries****:

5. Mention the equivalent profession and related activities performed by volunteer		
Equivalent value** : lei/month	No. of volunteer hours***:	No. of beneficiaries****:

* main activities performed by the volunteer during a month. If activities are not specific to one profession, they will be placed within 5 professions. Example: Psychologist - participation in therapy, counseling; secretary - copying materials, answer the phones; unskilled worker - cleaning, distribution of materials, etc. For each category will be filled: equal value, no. of volunteer hours, no. of beneficiaries.

** value equivalent to profession (gross monthly salary) corresponding to similar activities in the labor market

*** for volunteer activities, engaged in the same professional category during the preceeding month

**** Estimated number of beneficiaries (if possible). Complete only if different from those listed under the category similar to the previous. If they are the same, complete only once this section (ie, for the first professional category).

Estimated total value of work: _____

Total number of volunteer hours: _____

Total number of beneficiaries: _____

2. What problems encountered the organization in relation to the volunteer?

3. How did the collaboration with the volunteer flow?

Very good Good Satisfactory Unsatisfactory

4. What did you like the most concerning voluntary activities?

6. What didn't you like about volunteer work?

7. It is desirable that the organization carry on activities with the volunteer?

If YES, recommendations for volunteer:

4.2 Legislation on volunteering

Law no. 195 of 20 April 2001 (*republished*)

volunteer*)

ISSUER: PARLIAMENT

PUBLISHED IN: OFFICIAL GAZETTE no. 276 of 25 April 2007

Effective date: 25 April 2007

Updated form available on: 20 June 2013

*) Republished under art. II of Law no. 339/2006 amending and supplementing Volunteering Law No. 195/2001, published in Official Gazette of Romania, Part I, no. 651 of 27 July 2006, giving the texts a new numbering.

Volunteering Law no. 195/2001 was published in the Official Gazette of Romania, Part I, no. 206 of 24 April 2001 and amended by Government Ordinance no. 58/2002 amending and supplementing Volunteering Law No. 195/2001, published in Official Gazette of Romania, Part I, no. 642 of 30 August 2002, approved with amendments by Law no. 629/2002, published in Official Gazette of Romania, Part I, no. 848 of 25 November 2002.

CAP. I

General provisions

ART. 1

This law regulates the participation of individuals to volunteer actions organized by public and private non-profit legal persons in Romania

ART. 2

For the purposes of this Act:

a) volunteering is an activity of public interest performed on own initiative by any person for the benefit of others, without receiving a material;

b) the activity of public interest is the work carried out in areas such as health and social services, human rights protection, healthcare, cultural, artistic, educational, scientific, humanitarian, religious, philanthropic, sports, environmental, social and community and others;

c) the host organization is a legal entity under public or private law, non-profit organizations that manage volunteering. In relation to the nature of business, its complexity, the risks involved, the impact, liability involved, the parties may enter into a voluntary agreement;

d) voluntary agreement is a free convention concluded between an individual referred to volunteer and a legal entity called host organization, whereby the first person undertakes to second to perform an activity of the public interest without obtaining a material;

e) the beneficiary is the person or entity on behalf of which is developed the activity of voluntary. The host organization may be identical or different from the beneficiary.

ART. 3

This law is based on the following principles:

- a) participation as a volunteer, based on their expressed consent
- b) the active involvement of volunteers in the community;
- c) carrying out volunteering with exclusion of any material consideration of the beneficiary;
- d) participation of persons to voluntary activities is based on equality of opportunity and treatment, without any discrimination.

ART. 4

Isolated Voluntary activity, sporadic rendered, outside relationships with legal entities referred to in art. 1, for the sake of family, friendship and good neighborliness, are not covered by this law.

ART. 5

Local authorities assist in the development of voluntary service, prioritizing activities aimed at young people in categories or disadvantaged areas.

ART. 6

(1) It is forbidden conclusion of the voluntary agreement in order to avoid the conclusion of an employment contract or, where appropriate, a civil contract for the provision of services or of any other civil contract for consideration for performing those services.

(2) Are null and void voluntary agreements concluded with the provisions of this law by legal persons referred to in art. 1 to avoid concluding an employment contract or, where appropriate, a civil contract for the provision of services or another civil contract for consideration.

(3) Participation as a volunteer can not substitute military service or other alternative formulas that replace military service and can not be an equivalent for gainful employment.

(4) Foreign volunteers are guaranteed residence during the voluntary service.

ART. 7

(1) For the purposes of the Community action program "Youth" young volunteer is a person aged between 18 and 25 years concluding, under the law, a voluntary agreement for a limited period, aiming to develop skills and training personal and intercultural experience, while contributing to the good of community.

(2) young volunteer participates in an EU Member State other than that in which he is resident or domiciled, or in a third country to non-profit making and unpaid activities which are of importance to the community and has a limited period of 12 months, in a project recognized by that State and the European Union.

(3) volunteer community placements for young people based on the expected duration is differentiated in long term placements, lasting from 3 months to one year, and short-term placements, lasting between 3 weeks and 3 months.

(4) For the Community action program "Youth" the host organization provides to young volunteer domestic transportation expenses, accommodation and full board. Funds from the European Commission ensure the external transport and non-taxable travel allowance in the form of pocket money the entire duration of the voluntary service.

(5) At the end of the voluntary service within the Community action program "Youth" will be issued by the European Commission a nominal certificate recognizing the provision of volunteer work and the experience and skills acquired.

CAP. II

Voluntary agreement

ART. 8

(1) Volunteering is carried out under a contract in writing, under penalty of nullity, between the volunteer and the host organization, in terms of contractual freedom of the parties and compliance with the provisions of this law.

(2) The host organization is required to keep a register of volunteers, the duration and type of work performed by them.

(3) If the parties agree that it is appropriate a voluntary agreement, it is concluded in two copies, one of which is preserved in the records of the legal entity.

ART. 9

The voluntary agreement must contain at least the following rights of the volunteer:

a) performance of activity according to the capacity and availability;

b) providing by the host organization performance of activities under the legal protection of labor, depending on the nature and the characteristics of the activity;

c) providing by the host organization, as provided by law, insurance against the risk of accident and sickness or other risks arising from the nature of the work; the lack of insurance, any damage suffered by the volunteer carrying out voluntary work shall be borne entirely by host organization if they were not caused by negligence of volunteer. Volunteer may waive this right. Waiver must be express and expressed in writing;

d) the issue by the host organization at the end of the voluntary period, of a nominal certificate recognizing the voluntary provision of activity and the experience and skills acquired;

e) depending on the voluntary agreement between the host organization and volunteer, it can be established reimbursement by the host organization under the terms agreed in the contract, of expenses incurred in carrying out the activity. Waiving of this right by the volunteer is equivalent to an act of liberality.

ART. 10

Voluntary agreement is to include at least the following obligations of the volunteer:

a) performing the tasks received from the host organization;

b) maintain the confidentiality of information which are available in volunteering;

c) participate in training courses organized, initiated or proposed by the host organization for a better development of volunteer work;

d) volunteer is responsible for the moral or material damage to the host organization in volunteering by own fault.

ART. 11

The performance of the voluntary contract is subject to management of legal person who signed the contract.

ART. 12

Performance of contractual obligations incumbent to volunteer can not be made by representation.

ART. 13

Liability for non-performance or improper performance of the voluntary contract is subject to the rules set by Civil Code.

ART. 14

If during the execution of a voluntary agreement occurs independently of the will of the parties, a situation likely to hamper the performance obligations of the volunteer, the contract will be renegotiated, and if the situation makes it impossible to continue with the execution of the contract, it is canceled by right.

ART. 15

Renegotiation of the voluntary contract is made at the written request of either party, as determined by contract.

ART. 16

Termination of voluntary contract takes place at the initiative of either party and shall be in writing, providing reasons. Termination conditions are set by contract, the deadline for submission is 30 days notice.

ART. 17

Disputes arising from the conclusion, amendment, execution or termination of voluntary contract are within the competence of the courts, if the parties can not settle amicably. Actions arising from the voluntary contract are exempt from stamp duty.

CAP. III

Final provisions

ART. 18

Are exempt from the provisions of this law volunteer firefighters in the civilian fire service under [Government Ordinance no. 60/1997](#) on protection against fire, approved with amendments by [Law no. 212/1997](#), as amended *).

*) [Government Ordinance no. 60/1997](#) was repealed by [Law no. 307/2006](#) on protection against fire, published in the Official Gazette of Romania, Part I, no. 633 of 21 July 2006. [Law no. 307/2006](#) regulates not only "civilian fire services," but establishes "voluntary emergency or private services."

ART. 19

From competitions to fill positions, if two or more candidates obtain equal scores, the authorities and public institutions and private persons may give extra points to the person showing one or more nominal certificates of volunteering recognizing provision of voluntary activity and experience gained, given that they constitute selection criteria.

ART. 20

This law enters into force 60 days after its publication in the Official Gazette of Romania, Part I.

DECISION no. 1.317 of 27 October 2005

to support voluntary activities in the field of home care for elderly

ISSUER: GOVERNMENT

PUBLISHED IN: OFFICIAL GAZETTE no. 997 of 10 November 2005

Effective date: 10 November 2005

Updated form available on: 20 June 2013

This updated form is valid from 10 November 2005 until 20 June 2013.

Pursuant to art. 108 of the Romanian Constitution, republished and having regard to the provisions of [Volunteering Law no. 195/2001](#), as amended and supplemented,

The Government of Romania adopts this decision.

ART. 1

This decision lays down measures to facilitate the involvement of volunteers in the provision of home care for seniors, their awareness to the problems of the elderly and citizen participation in community life.

ART. 2

May conduct voluntary home care services for older people based on their expressed consent, any person whose training meets the social domain.

ART. 3

(1) to conduct voluntary activities in the provision of home care for elderly, it is concluded, under the law, a voluntary agreement between the volunteer and the host organization, as defined in [Art. 2 letter c\) of Volunteerign Law No. 195/2001](#), with subsequent amendments, hereinafter called provider of home care for the elderly.

(2) The voluntary agreement is provided in Appendix no.1.

(3) The establishment and implementation of voluntary agreement can not affect the contract for the provision of social services, done by law, between the provider of social services and recipient of social services.

ART. 4

(1) The recruitment of volunteers is done by the provider of home care for the elderly, based on an application for registration and an interview with the principles laid down in [art. 3 of Law no. 195/2001](#), as amended and supplemented.

(2) The application for registration shall be accompanied by the following documents:

- a) copy of the identity document;
- b) curriculum vitae of the applicant;
- c) a letter of motivation;
- d) evidence of professional training and education level or, where appropriate, school certificate attesting the academic year for students;
- e) recommendation from the person responsible for the practical training of the educational institution where students are enrolled, attesting to their reliability;
- f) medical certificate issued by the doctor, stating that the requesting person is able to carry out activities in the field;

g) criminal record.

ART. 5

In home care services for the elderly, the volunteer may carry social-medical services, social, referred to in art. 3 ^ 5 para. (2) of Government Ordinance no. 68/2003 on social services, approved with amendments by Law no. 515/2003, as amended and supplemented, and other services in accordance with the training of volunteers and the types of problems that the elderly present, according to the law and with the consent of the supervisor coordinating and supervising the volunteer.

ART. 6

(1) In order to carry out the services referred to in art. 5, the volunteer has the right to receive specific training and guidance from social service provider.

(2) In order to carry out the activities for which the contract was concluded, the volunteer has the following responsibilities:

a) to notify as soon as possible social service provider of any matters that may have a negative impact on older people observed during the activity;

b) no claim of material benefits from the assisted elderly person, regardless of their nature;

c) comply with the program agreed with social service providers, as well as elderly persons receiving home care services;

d) regularly inform social service providers about the work.

ART. 7

(1) The activities of volunteers are coordinated and monitored by the service provider of home care for the elderly.

(2) Provider of home care for the elderly in par. (1) issues a volunteer badge to prove his quality as volunteer, provided in Annex no. 2.

ART. 8

(1) After the end of the voluntary period, provider of home care for older people issues to the volunteer a nominal certificate recognizing home care services for seniors conducted by volunteer and experience and skills acquired by it.

(2) The nominal certificate for volunteer in home care services is provided in Annex no.3.

ART. 9

(1) To support volunteering in providing home care for seniors, local councils and county councils respectively Bucharest municipality may establish and charge, under the law, renting prices, reduced by at least 50% of their current value, to associations and foundations that meet the following conditions:

a) working in the areas of local government unit concerned;

b) providing home care for the elderly;

c) make available at least 10 volunteers for a period of at least 6 months a year, for their involvement in programs providing home care services for older people in public social services records held at county or local level.

(2) To conduct volunteer work in home care services for seniors, according to par. (1) letter c) general directorates for social assistance and child protection or, where appropriate, public welfare conclude partnership agreements with associations and foundations provided under par. (1), according to law.

ART. 10

Voluntary activities referred to in Art. 9 para. (1) letter c) is coordinated and monitored with a guide of the general directorates for social assistance and child protection or, where appropriate, in the local public social services organized, beneficiaries of volunteering activities.

ART. 11

Annexes from 1 to 3 are an integral part of this decision.

PRIME MINISTER
CĂLIN POPESCU-TĂRICEANU

Countersigned:

Minister of Labor,
Social Solidarity and Family,
Gheorghe Barbu

Minister of Administration and Interior,
Vasile Blaga

p. Minister of Health,
Virgil Păunescu,
Secretary of State

p. Minister of Education and Research,
Dumitru Miron,
Secretary of State

p. Minister of Public Finance,
Claudiu Doltu,
Secretary of State

Bucharest, 27 October 2005.

No. 1.317.

ANNEX 1

T

Institution

VOLUNTARY AGREEMENT
no., concluded today

Between:(name of institution)..... acronym
..... premises in str., county/district,
represented by Mr./Mrs. holding the position of as
.....,

And

Mr./Mrs....., born on year, month, day ..., resident
in locality, county/district....., str., nr....,
bl. ... sc. ... et, ap. PIN holder of ID series
.... no., issued on, by Police Station,
student/employee at study year/profession, as
volunteer carer at home for elderly

is concluded this voluntary agreement:

I. Duration of voluntary agreement:

The contract is concluded for the duration, following
that the volunteer carer at home begin work on

II. Object of the contract

Volunteer carer at home for the elderly is authorized to
perform the followign services social-medical, social nature:

- a) Basic Services: Help for personal hygiene, dressing and undressing, hygiene disposal, feeding and hydration, transfer and mobilization, movement inside, communication;
- b) Support Services: Help for preparing food or delivering it, shopping, housekeeping, companionship in means of conveyance, facilitating movement outside, company, administration and management activities, leisure activities, facilitating medical care access provided by a GP or other health institutions.
- c) Rehabilitation and environment adaptation services: small furnishings, repairs and others like.
- d) Other services performed in accordance with the volunteer training and the types of problems that the elderly present, with the consent of the host organization supervisor.

III. Rights of volunteer

1. Actively participate in the development and implementation of the programs under the contract concluded.

2. Benefit of specific training and guidance from social service provider in the activities for which he concluded the voluntary agreement.

3. Carry out the activity in the report: with professional training.

4. Be insured by the beneficiary of volunteering as provided by law, against accident and sickness resulting from the nature of the activity.

5. Length of time does not affect the health and psychophysical resources of volunteer.

6. To be issued by the host organization a nominal certificate recognizing provision of volunteer work and the experience and skills acquired.

7. Repayment by the host organization under the terms agreed in the contract, by law, expenses incurred in carrying out the activity.

8. To receive honorary degrees, medals, awards.

IV. Obligations of volunteer

1. To fulfill his duties received from the provider of home care for the elderly.

2. To notify as soon as possible social service provider of any matters that may have a negative impact on older people observed during the activity.

3. To preserve confidentiality which are available in volunteering.

4. To participate in the training courses organized or initiated by the beneficiary volunteering.

5. To protect the goods he uses in volunteering.

6. To submit periodic reports on the work.

7. Comply with the program agreed with social service providers, as well as elderly persons receiving home care service.

8. Respect the dignity and privacy of the elderly.

9. Do not commit any act likely to result in disciplinary, civil or criminal case.

10. Do not claim the elderly assisted material benefits, regardless of their nature.

11. Periodically notify social services provider on the work.

V. Obligations of supplier

1. Provide the activity of the volunteer carer at home under the legal protection of labor, depending on the nature and characteristics of the activity.

2. Issue the nominal certificate stating the capacity of volunteer carer at home.

3. To organize or initiate training for volunteer carers at home.

4. Monitor and regularly assess work of volunteer carer at home and, depending on special events raised by it, to grant awards or other facilities under the law.

VI. Other obligations

Volunteer carer at home undertakes to (institution)..... to perform the work without getting a counter material benefit.

VII. Other terms set by the parties

VIII. Final provisions

1. For the performance of the voluntary agreement, the volunteer carer at home is subordinated to the management of the legal entity with whom the contract is concluded.

2. Performance of contractual obligations incumbent to volunteer carer at home can not be done by proxy.

3. Liability for non-performance or improper performance of the contract is subject to the rules set by Civil Code.

4. Voluntary agreement applies only to activities in the field of home care for the elderly.

5. If during the execution of a voluntary agreement occurs outside the control of the parties, a situation likely to hamper the performance obligations of volunteer carer at home, the contract will be renegotiated, and if the situation makes it impossible to continue the execution of the contract, it is canceled by law.

6. Changing voluntary agreement can be made at the written request of either party, made within 15 days from the date of the occurring situation referred to in paragraph 5.

7. Unilateral termination of the voluntary agreement occurs by initiative of volunteer carer at home or volunteering beneficiary with a notice of 15 days without obligation to present reasons.

8. Disputes arising from the conclusion, amendment, execution or termination of voluntary agreement are within the competence of the courts, if the parties can not settle amicably.

Institution	Volunteer carer at home,
.....	

ST

ANNEX 2

T

Institution:
VOLUNTEER BADGE

PHOTO

No. /

Mr. / Mrs., as a volunteer carer at home, owner /
possessor of ID series No. under voluntary agreement
no. of, is authorized by the institution during
..... to carry out home care services for the elderly.

Head of institution
L.S.

ST

ANNEX 3

T

Institution:

NOMINAL CERTIFICATE OF VOLUNTEER FOR HOME CARE SERVICES

No. /

Mr. / Mrs., resident in, owner / possessor
of ID series No. carried out voluntary work in home
care services for the elderly during, based on a voluntary
agreement no. of ..., being evaluated with grade
It is hereby certifie the performance of the following home care
services for the elderly:.....
..... and aknowledge of following skills:

SOURCES:

http://www.provobis.ro/2_1_despre_noi/despre_noi.php

<http://www.voluntariat.ro/biblioteca.htm>

http://www.rasfoiesc.com/educatie/psihologie/sociologie/Voluntarii-in-relatia-cu-organ24.php#_ftn3

<http://www.tinapse.ro/home/serviciul-european-de-voluntariat/procesul-de-invatare-la-voluntari>

Brochure Management of volunteers –Terra Mileniul III-2005 Foundation

<http://blogunteer.ro/2011/12/principiile-etice-ale-voluntarilor/>

http://tdvmoldova.files.wordpress.com/2009/03/ghidul_coordonatorului_de_voluntari_din_republica_moldova1.pdf