

Appendices

Appendix 1: Glossary

IVS

International voluntary service: in the context of this T-Kit, international voluntary service is considered to be a project that is limited in time and involves sending one or more volunteers to another country to do voluntary work for which no specialist skills are required.

EVS

European Voluntary Service: this voluntary service programme of the European Commission involves sending individual volunteers to another country for a period of six to 12 months, or between three weeks and six months for young people from disadvantaged backgrounds (see also EVS under Chapter 2.4.2 “Funders and funding possibilities”).

Work camp

This is a short-term gathering (two to three weeks) of volunteers, mostly from different countries, to help out – typically in a community in need that could not afford to have the work done otherwise. At the same time it provides an intercultural group experience for the volunteers and the project.

Sending organisation

This is an organisation, generally based in the home country of the volunteer, which provides information about IVS and (ideally) takes responsibility for the recruitment and preparation of the volunteer, for communication with (potential) hosting organisations and the volunteer during their stay abroad, and for following up the volunteer on return to the country of origin. The sending organisation provides the link between the volunteer and the hosting organisation (see also Chapter 2.1.2 “The sending organisation”).

Hosting organisation

This organisation receives the volunteers and provides them with voluntary work, either within their own organisation or in an external placement. The hosting organisation also takes care of living conditions (food, accommodation, free-time suggestions, contacts with local community, support, etc.) for the volunteers and their work-related needs (necessary training, materials, safety and insurance, etc.). The hosting organisation is the contractual partner of the sending organisation and the volunteer (see also Chapter 2.1.3 “The hosting organisation”).

Co-ordinating organisation

The co-ordinating organisation takes care of the overall co-ordination and responsibility for the international voluntary service project. It applies for funding on behalf of the partnership. In smaller voluntary service projects, either the hosting or the sending organisation can take the role of co-ordinating organisation. In larger projects involving many volunteers and sending/hosting organisations, this can be a separate body that is not directly involved in sending or hosting volunteers.

Placement

The placement is the actual workplace of the volunteer. This can be situated within the hosting organisation, or they may rely instead on an external placement, which generally then takes responsibility for living conditions and work-related needs, though the hosting organisation remains the administrative partner in the triangular relationship between the volunteer and the sending and hosting organisations.

NGO

Non-governmental organisation: in the context of this T-Kit an NGO is a not-for-profit organisation which is independent of any governmental authority. Most organisations active in the field of IVS are NGOs.

Support person

In an IVS it is important that the volunteers are supported in different areas. In the ideal case there should be work-related support (tutoring, training, etc.), personal support (learning process, conflict mediation, etc.), intercultural support (dealing with the differences) and free time or social support (for example excursions, interaction local community). This could be done by one person or by several. Their names can be manifold – tutor, supervisor, mentor, buddy, work camp leader, coach, facilitator, volunteer manager – depending on the cultural or organisational context (see also Chapter 4.3 “Ongoing support of volunteers”).

Fund-raising

The different activities that are carried out with the aim of bringing in money for a project or an organisation. This can range from a raffle to a flea market, from a benefit concert to a fund-raising party. Fund-raising is less formal and less administrative than funding (see also Chapter 2.4 “Funding and budgeting”).

Funding

This is considered to be money coming from institutions, authorities or foundations, for which certain administrative procedures have to be followed (applications, selection committees, etc.). The sums of funding are generally larger than the money coming in from fund-raising activities (see also Chapter 2.4 “Funding and budgeting”).

Disadvantaged

We would like to avoid labelling and stigmatising people as “disadvantaged”. Therefore we talk in this T-Kit about “young people with fewer opportunities” instead. People in this group are considered to have a lack of opportunities because of their socio-economic situation, because of a disability, because of the deprived urban or rural area they come from, because of their minority status, etc. (see also 3.1.4 “Voluntary service for ‘disadvantaged young people’”).

Youthpass

This is a tool to visualise and validate learning outcomes in Youth in Action projects. Youthpass is part of the European Commission’s strategy to foster the recognition of non-formal learning.

Competences

Within the youth sector, competences are seen as the combination of knowledge (head), skills (hands) and behaviour (heart). The European Union promotes a set of eight key competences for lifelong learning, and these are instrumental for personal fulfilment and development, social inclusion, active citizenship and employment.

Appendix 2: Overview of international voluntary service organisations, programmes and platforms

Co-ordinating bodies: international or national organisations that do not implement projects directly, but instead lobby and facilitate contacts with third parties (institutions and agencies), organise various activities/seminars and produce publications in order to improve the quality of exchanges.

International organisations: are bodies with an international/European secretariat and national branches/members subscribing to some extent to a common identity; the international organisations themselves generally do not organise IVS projects directly. Such projects are the responsibility of their branches or members, and vary in character:

- any indications of geographical coverage, duration of projects and age limits for volunteers are only a guide to the main types of activity run by (the members of) a given organisation;
- in general, long-term projects use individual placements whereas short-term projects often consist of volunteers working as a group, even if they have travelled to the location of the project individually.

Some important umbrella organisations and programmes in the field

Co-ordinating Committee of International Voluntary Service (CCIVS), www.unesco.org/ccivs

Association of Voluntary Service Organisations (AVSO), www.avso.org

European Volunteer Centre (CEV), www.cev.be

The Alliance of European Voluntary Service Organisations, www.alliance-network.eu

European Voluntary Service (EVS), www.ec.europa.eu/youth

United Nations Volunteers (UNV), www.unv.org

Voluntary Service Overseas (VSO), www.vso.org.uk

Appendix 3: Further reading

Commented bibliography

Amorim L. (2000), "Screening of volunteers working with vulnerable client groups", Structure of Operational Support for the European Voluntary Service (SOS), Brussels.

This short document (10 pages) focuses on the EVS programme but is general enough to be of use for other types of voluntary service programmes. It is based on many talks with experts working in the field and tries to answer the needs of those responsible for managing things at global level.

Association of Voluntary Service Organisations (2000), "Intermediate report – Step-by-step to long-term volunteering", AVSO, Brussels.

Step-by-Step is one of the most experienced and successful networks in Europe aiming at involving young people at risk in international voluntary service activities. This intermediate report provides a good insight into the difficulties and the success stories behind this special network. Since they talk openly about the lessons they have learned since the beginning, this report is good background material for organisations trying to get started with this particular target group.

Blackman S. T. (1999), *Recruiting male volunteers: a guide based on exploratory research*, Corporation for National Service, Washington DC.

In this study you will find practical guidelines to improve your programme's capacity to attract male volunteers, as well as information about the reasons why men volunteer and what their special contribution to volunteering can be. It is also full of good advice for recruiting volunteers in general, whether they are male or female.

Brislin R. (1993), *Understanding culture's influence on behaviour*, Harcourt Brace, Fort Worth TX.

This is an easy-to-read but enlightening book about what culture is and does to people. It gives both theories and practical examples of culture's influence on our daily lives and on our interactions with others.

Co-ordinating Committee for International Voluntary Service (CCIVS) (1998), "Guidelines for inter-regional volunteer exchange", in CCIVS, "South-South: North-South Seminar", CCIVS, Paris.

Specific guidelines for intercontinental voluntary service.

Cook T. (1999), *Avoiding the wastepaper basket: a practical guide for applying to grant-making trusts*, Voluntary Service Council, London.

Advice for voluntary organisations on applying to grant-making donors. It uses real-life examples to highlight mistakes made by voluntary organisations in applying to donors.

Cotton D. (1988), *Keys to management*, Unwin Hyman, Edinburgh.

For those who want to increase their knowledge of management in theory and practice. Some 14 units deal with important aspects of management such as the manager's role, planning and strategy, goal setting, motivation, communication, etc.

European Commission (2000), "Final report of the working group on risk prevention and crisis management", Structure of Operational Support for the European Voluntary Service (SOS), Directorate General Education and Culture, Brussels.

This report focuses very much on the EVS programme. However, the examples, the guidelines for solving problems and crises, and the manual-type structure make it a very good tool for those managing voluntary service activities at international level.

Faller K. et al. (1996), *Konflikte selber lösen. Mediation für Schule und Jugendarbeit*, Verlag an der Ruhr, Mülheim an der Ruhr.

An accessible practitioner's book with different frameworks and methods for training young people to deal with their own conflicts in a classroom or youth club situation. It is structured in eight topics that can be used separately in training sessions or in combination.

Fine N. and Macbeth F. (1992), *Playing with fire: training for the creative use of conflict*, Youth Work Press, London.

This is a fully integrated, easy-to-use training course. It provides a coherent set of methods and texts to use to explore conflicts in their different forms and how they affect our lives.

Gaskin K. and Smith J. D. (1995), *A new civic Europe: a study of the extent and role of volunteering*, Volunteer Centre UK, London.

Good background reading on volunteering. The study analyses the extent of volunteering in 10 European countries and provides interesting data in this respect.

Glasl F. (1999), *Konfliktmanagement: ein Handbuch für Führungskräfte, Beraterinnen und Berater*, Haupt, Bern.

A thick handbook on conflict management, explaining in detail the diagnostics of a conflict, the dynamics of conflict escalation, and theories and methods of conflict management.

Guggenberger B. (2000), *Jugend erneuert Gemeinschaft, Freiwilligendienste in Deutschland und Europa*, Nomos, Baden-Baden.

For people interested in a more scientific approach to the topic and for those able to read in German. In over 40 essays on more than 700 pages, different authors cover a wide range of interesting topics around voluntary service for young people: from the value of such programmes for society at large to the role of governments in this respect.

Handy C. (1997), *Understanding voluntary organisations: how to make them function effectively*, Penguin, London.

After reading this book, you will have the impression that you understand voluntary organisations. It provides a wide range of practical suggestions for making non-profit organisations work more efficiently and effectively. It discusses the people at work, but also the structures of organisations.

McCurley S. and Lynch R. (1998), *Essential volunteer management*, Directory of Social Change, London.

A clearly structured and readable guide for new volunteer managers, dealing with all aspects of having volunteers in your organisation: motivating volunteers, supervision, keeping volunteers, volunteer-staff relations, recruitment, screening and so on.

Mizek B. J. (1994), *Management of volunteers*, Support Centres International and Slovak Academic Information Agency, Bratislava.

A training manual on the management of volunteers.

National Centre for Volunteering (1999), *Safe and alert – Good practice advice on volunteers working with vulnerable clients*, NCV, London.

This guide, although catering mainly for UK organisations, has a lot of simple and ready-to-use practical advice for those who wish to make sure that their volunteers have what is necessary to provide "clients" with the right kind of "service".

Paige M. R. (1993), *Education for the intercultural experience*, Intercultural Press, Yarmouth.

A collection of articles based on research arguing that you can and should prepare for a long-term stay abroad. They emphasise experiential learning and shed light on issues such as culture shock, intercultural sensitivity, cross-cultural training and orientation, intercultural adjustment and re-entry.

Patfoort P. (1995), *Uprooting violence: building non-violence*, Cobblesmith, Woodstock NY.

This book explains with graphs and diagrams how we can counter the spiral of conflict escalation through a non-violent approach. Theory is illustrated with real-life examples from both interpersonal and group conflicts.

Schroeder K. (2009), *Use your hands to move ahead. Using practical tasks to increase the participation of young people with fewer opportunities in EVS projects*, SALTO Inclusion, Brussels. Available at: www.salto-youth.net/useyourhands.

A practical booklet on alternative educational pathways through EVS for young people with fewer opportunities. This educational manual focuses on more relevant hands-on task-sets for young people as opposed to the “traditional” volunteering in the socio-cultural sector.

Whitmore J. (1996), *Coaching for performance (people skills for professionals)*, Nicholas Brealey, Naperville IL/London.

The author that developed the GROW model for coaching volunteers. It points out the importance of coaching to increase the performance of personnel. Can be adapted for the voluntary sector.

Wroblewski C. J. (1994), *The seven Rs of volunteer development: a YMCA resource kit*, YMCA of the USA, Champaign IL.

An extensive manual that covers just about anything to do with working with volunteers (from an American and YMCA perspective). It is structured around the seven Rs: Reflection, Research, Readiness, Recruitment, Retention, Recognition and Resources. It comes in a practical ring folder. A very practical tool for organisations preparing to involve volunteers for the first time; it provides valuable advice, ready-to-use forms and guidelines for organisers of international voluntary service programmes.

Commented webography

www.cev.be

The website of the European Volunteer Centre has many publications, resources and policy documents about volunteering in Europe.

www.coe.int/youth

The website of the Youth Department of the Council of Europe, with information on their educational programme, funding possibilities and international youth policy, also with many links to organisations in the youth field in Europe.

www.coe.int/ecri

The website of the European Commission against Racism and Intolerance has an education pack on informal intercultural education online (among other resources for anti-racism work), which could be a valuable source of methods for working on intercultural sensitivity with your volunteers.

www.energizeinc.com

A publishing house in the USA that focuses on books and other materials solely on volunteering, volunteer management and voluntary service. Not much on international dimensions of voluntary service.

www.nationalserviceresources.org

Tools and training for volunteer and service programmes. One of the online resources is: “Becoming a better supervisor: a resource guide for community service supervisors”. This is a great manual for supervisors of volunteers, available to download in PDF format.

www.eurodesk.org

Eurodesk has a sea of information about all kinds of European funding possibilities for different types of projects. It has a Europe-wide network of regional information offices where you can get more information.

www.ec.europa.eu/youth

This website brings you to the Youth in Action programme of the European Commission. You can find a variety of forms here to apply for funding and links to the national agencies that implement the Youth in Action programme in the different European countries.

www.ec.europa.eu/youth/evs/aod/hei_en.cfm

This database contains information on all the organisations that are accredited for EVS. Each organisation is presented through a short description, its motivation and EVS experience, the themes of work and contact details. It also mentions whether the organisation offers possibilities for young people with fewer opportunities.

www.idealists.org

One of the biggest databases with volunteering opportunities worldwide. Organisations offering placements, seminars or events on volunteering can publish their information through this website (enlist online!).

www.independentsector.org

This website gives you statistical information about the situation of volunteering in the USA and documentation about volunteering in general.

www.salto-youth.net

SALTO-YOUTH is a network of resource centres supporting European priorities in the youth field, such as inclusion, diversity, participation and co-operation with neighbouring regions. SALTO has valuable online tools such as the Otlas partner-finding database, a toolbox for training and a training calendar.

<http://youth-partnership-eu.coe.int>

The website of the Partnership between the European Commission and the Council of Europe in the field of Youth has all the T-Kits online, as well as the trainers' magazine Coyote. It also hosts the European Knowledge Centre for Youth Policy.

www.youthforum.org

This is the website of the European Youth Forum (EYF), which aims to give a political voice to young people in Europe through youth organisations. The website has links and descriptions of EYF member organisations, which are international non-governmental youth organisations and national youth councils in Europe. It also has various policy texts online.