

### [Who is a volunteer?](#)

According to the International Federation of Red Cross and Red Crescent Societies, a volunteer is a person who carries out volunteering activities, is motivated by free will, and not by a desire for material or financial gain, or by external, social, economic or political pressure.

### [What is volunteering?](#)

Volunteering is the:

- contribution of time, resources, energy and skills of the person's own free will and/or without financial gain
- most fundamental act of civic participation and humanity in our society

### [What are volunteers involved in?](#)

Volunteers are involved in diverse activities:

- delivering services to vulnerable people
- fundraising and resource mobilization
- advocacy work or organizing campaign activities

They are also actively involved in governance - namely leadership, organizational development and administrative or other support services.

**Why did you decide to become a volunteer?**

People volunteer with an organization for different reasons. Some people volunteer for altruistic (selfless) reasons, while others might look for certain benefits.

Motivations do not have to be exclusive. One person may have more than one reason to become a volunteer.

- ☒ Gain experience for a new career or new job
- ☒ Gain leadership skills
- ☒ Give something back to the community
- ☒ Meet new people/socialize/network
- ☐ Gain financially
- ☒ Volunteer with a friend

### **What are the characteristics of today's volunteers?**

Today's volunteers expect organizations, such as the Red Cross and Red Crescent, to recognize their expertise by using their skills and capabilities whenever possible. They want their work to be diverse and relate to their wide range of interests.

Today's volunteers come from the community, are our first responders and know the community. They are there before formal or organized help arrives.

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### **What makes us unique?**

We are the world's leading organization that is involved in humanitarian action.

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the only international humanitarian organization with a community base throughout the world.

### **Our volunteers are local.**

The IFRC is global but, with its volunteers, is also truly local. Our volunteers are part of their communities; they know the needs and resources of their communities, because they are already there.

This is important, **because money cannot deliver assistance, only people can.**

#### **How Volunteers Can Make a Difference in their RCRC Society (testimonies from different volunteers)**

- Social welfare (prevention, promotion, information – social mobilisation)
- Health and Safety Activities
- Administration and Support Services (especially at branch level)
- Media
- Education
- Decision making

#### **Contribution of Volunteers**

*Add picture on volunteers*

Volunteering Activities

*Add picture*

#### **Volunteering Policy 2011**

**The purpose of the volunteering policy is to guide volunteering in the International Federation of Red Cross and Red Crescent Societies (IFRC).**

#### **Who is a Red Cross and Red Crescent volunteer?**

A Red Cross and Red Crescent volunteer is a person who is motivated by free will, and not by a desire for material or financial gain, or by external, social, economic or political pressure.

### What is the role of a Red Cross and Red Crescent volunteer?

A Red Cross and Red Crescent volunteer works for a more humane and peaceful world.

They do this by delivering services directly to vulnerable people and through seeking to prevent and reduce vulnerability and exclusion where they can.

They also govern and lead National Societies and their International Federation.

### How is volunteering organized?

Volunteering with the Red Cross or Red Crescent is organized by recognized representatives of National Societies to further the organization's services and activities.

Volunteers always work in line with the Fundamental Principles of the Red Cross and Red Crescent.

Volunteering is carried out by people motivated by free will and not by a desire for material or financial gain, or by external social, economic or political pressure.

### What does a Red Cross and Red Crescent service volunteer do?

A Red Cross and Red Crescent service volunteer is a person who works, on average, two to four hours a week, doing a predefined social task, especially during evenings and weekends.

Some volunteers work two to four hours a month as part of the branch committee, doing online tasks or translations, giving legal advice or answering a hotline.

Others spend three to five hours a year, participating for a few days in an event or during holidays.

#### What does a Red Cross and Red Crescent paid staff member do?

A Red Cross and Red Crescent paid staff member is a person who has signed a contract, or agreement, subject to labour law, for paid work in a specific Red Cross or Red Crescent activity, for a regular number of hours per day.

## What is it to be a Volunteer?

### 1. Fundamental Principles

*Voluntary Service is one of the fundamental principles of the RCRC Movement*

### 2. Provide Values

*National Societies often deliver their services through volunteers, who provide value to NS in many ways e.g. access, trust,*

### 3. Strengthen Communities

*Volunteers strengthen communities by learning skills, developing social ties and helping communities to cope with crises*

### 4. Strong Civic Society

*Volunteering is one of the foundations of a strong civic society*

*By promoting the spirit of volunteering through their actions, they encourage others to participate*

## **5. Culture of Volunteering**

*By highlighting the impact that volunteering can have and by celebrating achievements of volunteers, we can foster a culture of volunteering and grow our global volunteer workforce (which is currently shrinking)*

## **6. Involved in every part**

*Volunteers are involved in every part of our operations, such as fundraising, delivery of programmes, disaster operations and governance at a strategic level.*

## **7. All walks of Life**

*Volunteers come from all walks of life and demographics.*

*They bring their own expertise and talent to the programme, council, advisory committee or Board of a NS*

*Each brings a commitment and a desire to make a difference in those in need.*

## ***S2020 and Volunteering***

### ***Volunteering is at the heart of community building.***

*Strategy 2020 provides the basis for the strategic plans of National Societies and acts as a guide for humanitarian work from 2010 to 2020.*

*Volunteering is identified by Strategy 2020 as being at the heart of community building. Volunteering promotes trust and reciprocity*

*Strong and cohesive communities are the foundation for practical delivery by National Societies.*

*National Societies are committed to improving quality, standards, capacities and volunteer retention by creating welcoming and socially inclusive environments.*

### ***Action Pillars for Volunteering***

**1. Recognition**

*Add message from picture*

**2. Protection**

*Add message from picture*

**3. Promotion (Supporting and Empowerment)**

*Add message from picture*

### **Rights and Responsibilities of Volunteers**

**National Societies should provide volunteers with written guidance and rules that set out the rights and responsibilities of both the National Society and its volunteers.**

**All of the points shown in the answers below relate to a comprehensive volunteer management system and can be seen as basic good practice in an efficient volunteer-involving organization.**

### [What responsibilities do volunteers have?](#)

As a volunteer, you have a responsibility to:

- comply with the Fundamental Principles of the Red Cross and Red Crescent Movement and ensure their dissemination
- comply with the provisions on the use of the emblems and prevent their misuse
- work at the highest standards of quality in each activity
- be available in case of emergency, under conditions agreed with your National Society, and in line with your skills and abilities
- meet the beneficiaries as often as possible

#### What rights do volunteers have?

Just as you have duties towards your National Society, you can also expect certain standards of treatment from the National Society.

A National Society shall:

- provide the Code of Conduct that sets out the rights and responsibilities of both the National Society and its volunteers
- engage volunteers for specific, explicitly described roles or tasks
- provide appropriate training for volunteers on their specific tasks and roles and any emergency response activity they may have to carry out
- ensure that volunteers' views and ideas are actively sought and acted upon at all stages of program design, development, implementation and evaluation



- provide appropriate insurance protection for volunteers
- provide appropriate training and development opportunities for existing and potential governance leaders

### **Becoming A Volunteer**

**Do you want to make a difference?**

- We are calling for people around the world to 'find the volunteer inside them' by:
- giving their time
- exploring innovative ways to fit volunteering into their busy lives
- encouraging solidarity between different generations
- sharing professional skills through mentoring
- inviting people over 60 years of age to be senior volunteers
- increasing protection of volunteers by identifying gaps or barriers in laws and policies relating to issues such as liability, insurance, and health and safety

**Everyone can become a volunteer**

**Adult Elderly**

**Employed**

**Unemployed**

**Young**

**Disabled**