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The Reference Centre on Volunteering begins its pilot training course on "Volunteer Management in the Red Cross"

Last February 12th the Reference Centre on Volunteering began a pilot training course in Spanish on "**Volunteer management in the Red Cross**", using the Virtual Campus of the Open University of Catalonia. The purpose of the pilot is to test the course material and the methodology behind the training offered and whether the course aims are reached and possibly identify future trainers of the course. Out of a possible 95 that showed interest, 35 are taking part in this session. This initiative will finish next May 11, when the results from the pilot will be available on the Reference Centre including the opinions and evaluations of the participants.



➤➤ More info: [Reference Centre on Volunteering](#).

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Better version of the Reference Centre on Volunteering public website

The Reference Centre on Volunteering has already completed a better version of the new public website that will be operative in May/07. The website is aimed as a useful resource for the volunteer managers, and for this reason, the contents that it incorporates have to reflect the current situation of the National Societies of the Red Cross and of the Red Crescent. We would like to invite volunteer managers to send us the following materials:

1. **Library:** To further integrate **ENDOV** into the site, we are requesting that every National

Society ENDOV member send us documents relating to Volunteering written by your National Society ie. National Strategy on Volunteering, Volunteer Management Cycle, Volunteer Training Handbooks, Quality Management Systems, etc. We don't mind the language the documents are written in.

2. Campaigns: Most the National Societies have designed recruitment campaigns either at a National level or Regional level. Ie. Posters, leaflets, banners, links to websites, radio commercials, TV commercials, etc. We don't mind the language your documents are written in.

3. Volunteer stories/profiles: We want to share European volunteer stories, and that's why we want you to send us stories from volunteers of your National Society to post them in the public website.



>> More info: [Reference Centre on Volunteering](#).



3 The Vodafone Foundation maintains its support to the Reference Centre on Volunteering in 2007

The Vodafone Spain Foundation has signed an agreement with the Spanish Red Cross, giving support to the initiatives linked with the Reference Centre on Volunteering. Thanks to the support of the Vodafone Spain Foundation, who has made a very significant contribution in 2007, the Reference Centre will be able to implement various projects, such as the development of the public website, the development of the e-learning training course on volunteer management, and an advisory service to other National Societies.

The Reference Centre on Volunteering understands the intensive use of the information technologies as an opportunity for the NGOs in the close future, considering that these will affect on the different criteria for the improvement of the management in the organizations.

>> More info: [Reference Centre on Volunteering](#).



4 Recommended documents from the library of the Reference Centre

The following is a selection of the recommended documents available from the Library:

Caribbean Volunteer Management Toolkit.

by Caribbean Red Cross National Societies, September 2006, In English.

2.06MB Zip File (Word documents).

A kit that provides a systematic approach to the planning, recruitment, training, retention, reward and recognition of volunteers, designed by the Caribbean National Societies.



Complaints, Issues and Concerns .

by British Red Cross, July 2006, In English.

199 KB (Word document)

A set of guidelines produced by the British Red Cross to help deal with problems involving volunteers to ensure high standards of performance in all aspects of volunteer work, that volunteers are treated fairly, objectively and consistently, that they are given adequate support and that a positive and amicable solution is arrived at where practicable and in the interest of the



>> FedNet: <http://fednet.ifrc.org/>

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Agreements of the last ENDOV (European Network for the Development of Volunteering) meeting

At the last **ENDOV** meeting, that took place in October 2006 in The Hague, the formation of two working groups was agreed:

1. A working group focused on the development of a European voluntary service by the European Red Cross and Red Crescent National Societies.
2. A working group aimed at analysing the impact of information technology in volunteer management, collating good practice examples and giving some recommendations to the ENDOV members.

The next **ENDOV** meeting will take place in Vienna from May 10th – 12th 2007. Some of the issues that will be discussed at this meeting include the following:

- Induction courses in National Societies.
- Follow up on IT Solutions.
- Management of exit of volunteers and recruitment of new volunteers.

>> Ekhard Otte. ENDOV.

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FACE_07

In 2007, the Irish Red Cross will be the host National Society of **FACE** (First Aid Convention in Europe), that will take place from 5th to 8th of July in Limerick. The First Aid Convention in Europe was started in 1986. It brings together Red Cross National Societies from across Europe to share ideas, share first aid practices in a European Competition.

The competition consists of a number of working stations where the team members have to deal with real-life scenarios as they would when they volunteer with their Red Cross society. Each scene has a number of "casualties" who have realistic-looking injuries. The injuries are crafted by a team of casualty simulators and look very life-like. The team is marked on their first aid treatment, their psychological care of the patient, their management of the scene and other related matters.

>> www.face2007.org

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Recommended WEBSITE. INVOLVE: involvement of third country nationals in volunteering as a mean of better integration

A major challenge identified by practitioners in the field and conclusions of the MEM-VOL project (Migrant and Ethnic Minority Volunteering - www.mem-volunteering.net) is the lack of knowledge, data and awareness about the involvement of third country national communities in civic life, and their attitude towards, and concepts of, volunteering. The **INVOLVE** project was set up to explore good practices and innovative solutions to the question of the "social integration" and "active participation" of third country nationals in

the so-called host society – focusing on volunteering as an indicator and instrument of integration.

More information regarding this initiative and the final report are posted on this website, as well as other National Research reports connected to Involve.



»» INVOLVE.

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We need you!

We want the E-newsletter on volunteering to reach a greater audience. Please forward this newsletter to anyone who might be interested.

If you would like to include an interesting initiative from your National Society, please contact us (rcvolunteering@cuzroja.es).

»» rcvolunteering@cuzroja.es

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E-news on volunteering has been produced by the **Spanish Red Cross** and the **British Red Cross** as part of our agreement with the **Vodafone Spain Foundation**.
Contact: Reference Centre on Volunteering.