



# Launch of Pilot Guide for Volunteerism in Government Authorities

Federal Authority

July 2017



*"Our goal is to instill the love of giving, volunteerism and service of country as a supreme value in our organizations and as a fundamental principle in the lives of our children."*

H.H. Sheikh Khalifa bin Zayed Al Nahyan  
President of the State "May God preserve him"!



*"Everyone has the potentials to make a real difference to those around him". Our environment where we live needs a lot of giving. and here comes the role of volunteerism. Volunteer an hour, a day or a week. Volunteer skillfully, efficiently or scientifically. Volunteer with some energy. Volunteer advice or consultation. Volunteer and make a difference in your society«*

H.H. Sheikh Mohammed bin Rashid Al Maktoum  
UAE Vice President and Prime Minister and Ruler of Dubai, May God protect him!



*"Volunteerism is deemed as a major supporter of the development of the society and the advancement of its position where the roles are integrated, the efforts are joined together, the ideas converge to reflect the most meaningful meanings of cooperation and spirit of giving in favor of building both the human and country."*

H.H. Sheikh Mohammed bin Zayed Al Nahyan  
Crown Prince of Abu Dhabi and Deputy Supreme Commander of UAE Armed Forces, May God protect him!





## Volunteerism in UAE



- 2017...Year of giving (Social Responsibility, Volunteerism and Service of Country)
  - Strategy of Giving in the Field of Voluntary Work
- UAE Vision 2021 (United in Responsibility ...United in Destiny)
- National Agenda (Cohesive Society and Preserving its Identity)
- Federal Authorities' Appreciation of Society's Employee (Cabinet Resolution No. 18 of 2015 on the System of Granting Rewards and Incentives to the Federal Government's Employees).
- Local Awards (Sharjah Award for Voluntary Work - Dubai Government Excellence - Program Emirates Women's Award)



## Main Objectives of Guide

- Explain the concept of volunteerism, its objectives and fields of voluntary work.
- Explain the components of the organizational volunteer program.
- Identify both the roles and responsibilities relating to the activities of organizational voluntary work.
- Implement the volunteer's rights and duties as well as ways to attract him to the organizational voluntary work.
- Submit a number of key performance indicators to ensure the effectiveness of the organizational voluntary work.

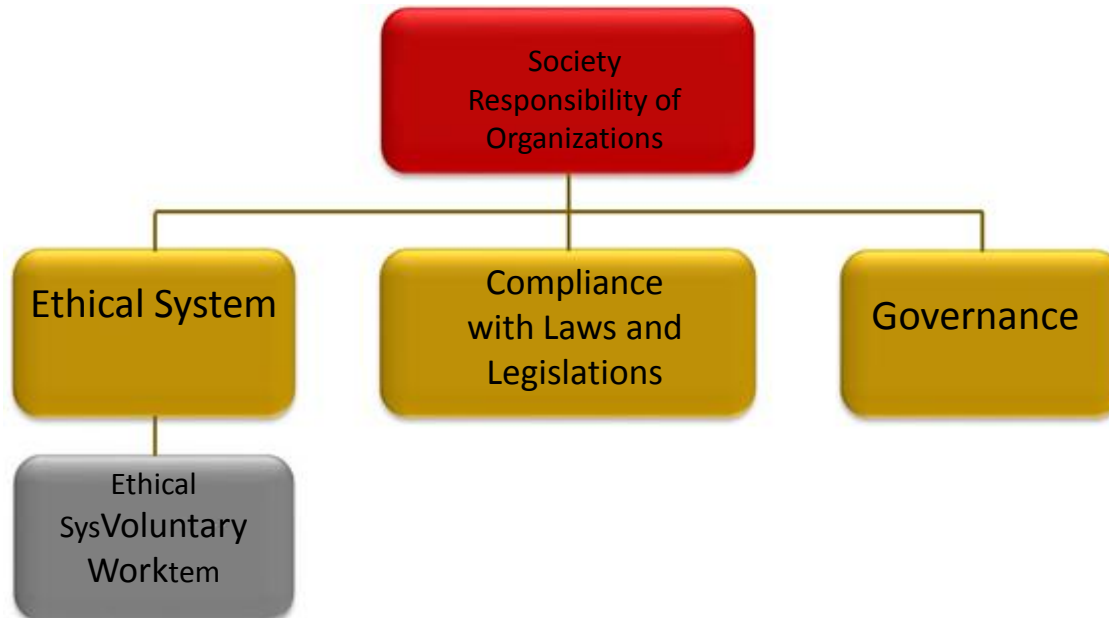




## Concept of Volunteerism

- **Community Responsibility and Volunteerism**

**Community Responsibility** :Commitment of business owners to contribute to achieving the sustainable development by working with their employees, families and their local society to improve people's living standards in a way that serves both trade and development in the same time (Source: World Bank).





## Concept of Volunteerism

### Voluntary Work

- Every individual or collective effort aimed at achieving public benefit for free  
(Source: Draft Law on Volunteerism.)
- General Volunteerism and Specialized Volunteerism
- Individual volunteerism and organizational volunteerism.





## Goals of Volunteerism

### At the society level

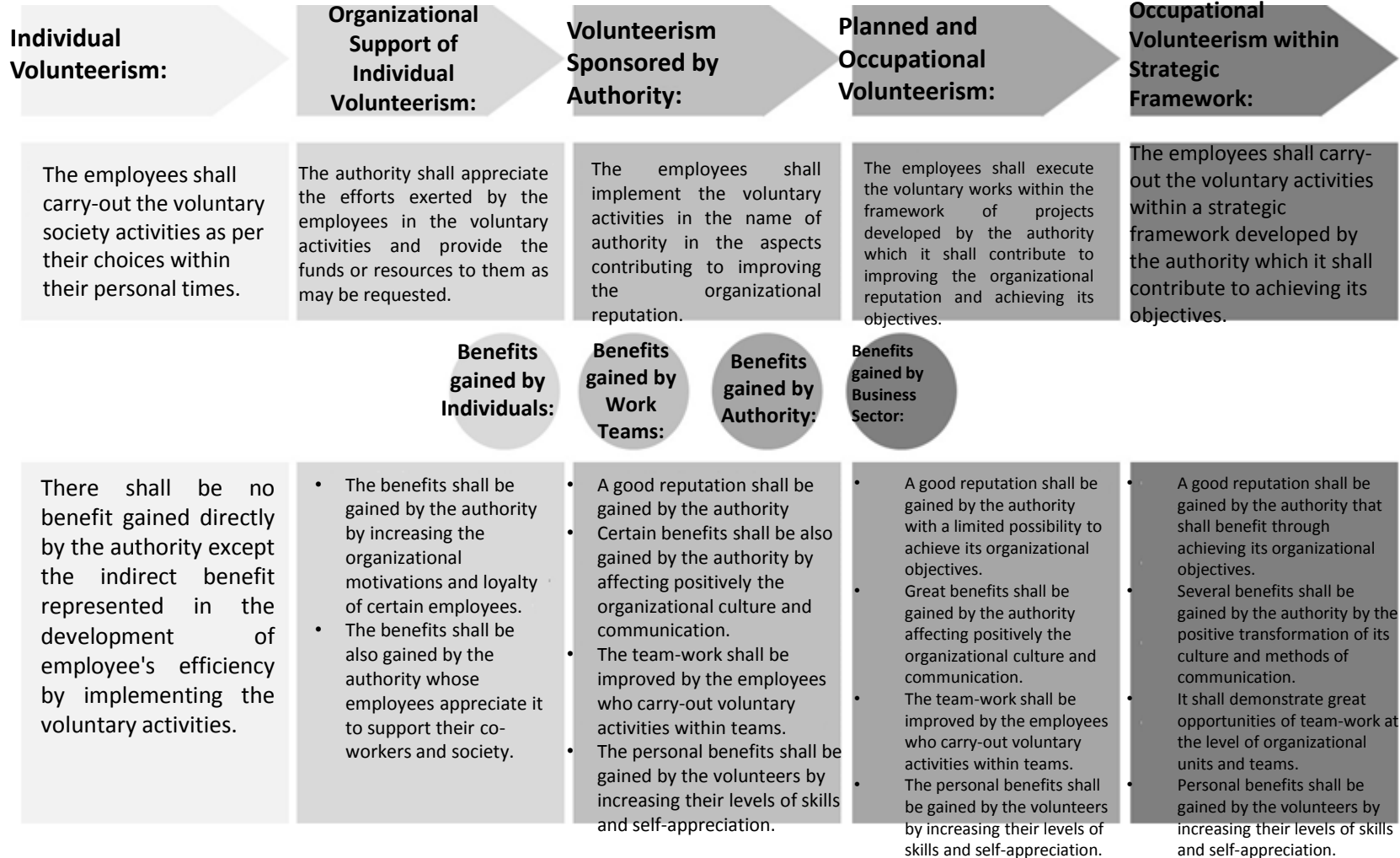
- Establish the principle of solidarity among the members of society.
- Diligence and hard work towards achieving society goals.
- Contribute effectively to achieving the social development by preserving the values and virtues of society and economic development by consolidating the concept of generosity and contributing to establishing the public service organizations such as schools, hospitals and the like .

### At the business level

- Optimal investment of resources and possibilities.
- Raise the spirit of teamwork.
- Increase the productivity rates and reducing absenteeism.
- Improve the staff participation and harmony and job well-being.
- Acquire a good corporate reputation and spread the authority awareness of community responsibility which supports the attraction of talents to work for it.
- Benefit from the human competencies and talents in achieving the strategic objectives.

### At the individual level

- Strengthen the national belonging.
- Refine skills, knowledge and experiences and acquire new ones.
- Establish the social relations based on the love of giving and giving free of charge.
- Feel the higher level of self-satisfaction and self-fulfillment.







## Main Principles of Volunteerism

Principle :1		Voluntary work is deemed as a work done for free.
<ul style="list-style-type: none"> <li>Demonstrate the authority's commitment and appreciation in relation to the voluntary work approach through its mission, vision, organizational values and behavior of its senior leadership.</li> <li>Explain the benefits to the volunteers in accordance with his motivations to do the volunteer works, for example:</li> <li>Identify the skills necessary to carry out the volunteer works and those that the entity can develop for the volunteers..</li> <li>Develop and review policies and procedures in such a way as to make the voluntary work as an integral part of the authority's work:</li> </ul>		
Choice:	<ul style="list-style-type: none"> <li>The tests; such as psychometric tests and the like that serve the organizational voluntary works, can be used.</li> <li>Identify the candidate's abilities, efficiency and tendencies and making use of his potentials in the available fields of volunteerism.</li> <li>Identify the candidate's contributions in the field of volunteerism.</li> </ul>	
Learning and Development:	<ul style="list-style-type: none"> <li>Work on linking the individual development plan with the professional and / or behavioral competencies that the employee can acquire and develop through the voluntary works (e.g. teamwork, communication skills, and the like.)</li> <li>Provide the basic learning and training opportunities as well as specialized opportunities that serve the authority's voluntary works.</li> </ul>	
Performance Management:	<ul style="list-style-type: none"> <li>Develop the smart objectives relating to the voluntary work of employees and link them to the authority's performance management system.</li> <li>Identify the voluntary activity objectives and expected outputs and explain the performance measurement criteria to volunteers.</li> <li>Provide the feedbacks to all volunteers to learn about the strengths and development areas of their performance.</li> </ul>	
Rewards and incentives:	<ul style="list-style-type: none"> <li>Activate the items relating to the benefits and incentives that encourage the voluntary works such as:                             <ul style="list-style-type: none"> <li>Financial and non-financial rewards (such as certificates of appreciation, publication of the names of excellent volunteers and the like.)</li> <li>Focus on the success stories of volunteers in both inside and outside the authority.</li> </ul> </li> </ul>	
Regular and Official Working Hours:	<ul style="list-style-type: none"> <li>Apply the flexible working hours, whenever possible, to facilitate the participation in the voluntary activities in a manner that does not affect the efficiency and productivity of government work.</li> </ul>	
Security, Health and Safety:	<ul style="list-style-type: none"> <li>Provide a supportive environment to the volunteers including the people with special needs and elderly retirees.</li> <li>Identify and explain the security, health and safety procedures to the volunteers and ensure their compliance with them.</li> <li>Ensure that emergency plans exist in crisis situations and effectively apply them.</li> </ul>	



## Cont.

### **Principle :2** Voluntary work is deemed as a work that serves the community.

- Explain how the voluntary role contributes to achieving the authority's mission and organizational objectives which may relate to matters such as:  
Environmental cases, society cases, humanitarian cases and national cases

### **Principle :3** Voluntary work is deemed as a voluntary and non-compulsory work.

- The volunteer shall participate in the design and preparation of voluntary roles so that the authority can identify his tendencies and preferences in terms of the voluntary work and also make use of his great efforts within the time available to him.
- Design and prepare the role so as to ensure some flexibility in the volunteer's work provided that it shall adapt to his lifestyle (if possible). In relation to the volunteerism cases which require volunteers to have a specific period of time such as emergencies, this matter should be clearly reflected in the volunteer's role description card.
- Design and prepare the voluntary roles in a way that allows for the volunteers to develop their abilities and participate in a variety of volunteering opportunities where there is a greater challenge ..



**Cont.**

**Principle :4 The voluntary work shall support the stability of work environment and shall be also deemed as an incentive for productivity and participation.**

- The full-time job is important and necessary to achieve the authority establishment objective and it is important to perform the main competencies and roles assigned to the authority, while the authority shall provide the volunteering opportunities to the volunteers who wish to provide their knowledge, skills and experiences in a manner which is appropriate to the authority needs and serves the society directly.
- The full-time job requires that the budget shall be determined for the appointment of an employee, while the volunteer does not require a similar budget.
- The low performance of full-time employee resulted in the consequences which must be dealt and settled in accordance with the provisions set out in the legislations, while the voluntary work requires compliance and non-violation of the relevant regulations and laws of the country.
- **The voluntary work shall be done for limited periods and within a certain number of hours determined by the authorities. In addition and in case the volunteerism is individual, it shall not be carried out during the official and regular working hours**



## Examples of Volunteer Work Fields:

Field of Sport

Field of  
Environment

Field of Health

Field of  
Administrative  
and Technical  
Support

Field of culture  
and Heritage

Field of  
Humanitarian  
and Relief Work

Field of  
Strengthening  
the National  
Belonging

Field of  
Education

Social Field



## Voluntary Work done in Public Sector

### Organizational Voluntary Program

- **Program message**

The program message must be clear and documented so that the general purpose of its application can be clear.

- **Infrastructure**

The program success shall depend on a well-inspected infrastructure that serves the program objectives; including regulations, laws, policies, human resources, financial resources, technological resources, and assets.

- **Program Objectives:**

- **Voluntary Activities.**

- Is there an added value that will be obtained by the authority as a result of assistance provided by volunteers?
- Will the volunteering opportunities give a real value to the volunteer's works which contributed to motivating them?
- Will the voluntary works improve the work efficiency of authority?
- Has a current staff member of authority performed the required tasks and responsibilities required within the voluntary opportunities?



Example

- **Voluntary Activities.**

To use the National Volunteer Platform, the authority should register its data and available volunteering opportunities through the following website:  
[volunteers.ae](http://volunteers.ae) / UAE Volunteers.

تسجيل المؤسسات

الطلب المتطوعين لأجل من الفعاليات، المؤتمرات، المشاريع والأنشطة، يرجى تعبئة البيانات التالية

اسم المؤسسة (بالإنجليزية) *	اسم المؤسسة (بالعربية) *
<input type="text"/>	<input type="text"/>
شعار المؤسسة *	<input type="text"/>
طبيعة عمل المؤسسة *	الولاية *
<input type="text"/>	<input type="text"/>
العنوان *	<input type="text"/>
هاتف *	البريد الإلكتروني للمؤسسة *
<input type="text"/>	<input type="text"/>
ملحوظة: الاتصال الشخصية	
البريد الإلكتروني *	الاسم الثلاثي *
<input type="text"/>	<input type="text"/>
رقم الهاتف المحمول *	<input type="text"/>
<input type="checkbox"/> موافق على نشر بيانات المؤسسة على الموقع الإلكتروني	
<input type="button" value="تسجيل"/>	



- **Identify the partners.**

The organizational volunteer program success requires the establishment of partnerships with government authorities and / or private sector organization, thus it is important that there is a consensus between the authority vision and values and those of partners .

- **Program Evaluation**

- The organizational volunteer program shall comply with the authority strategy.
- Support the senior leadership of the organizational volunteer program.
- Plans for internal and external communication.
- Organizational Culture
- Evaluation of Outputs
- Participation of Employees



**Gulding Model**

## • Program Evaluation

لا ينطبق	لا أوافق بشدة	لا أوافق	أوافق	أوافق بشدة	تقييم برنامج التطوع المؤسسي
1. تقييم المخرجات					
					5.1 تقوم الجهة بمراقبة معدل مشاركة الموظفين في العمل التطوعي ورفع التقارير حوله.
					5.2 يوجد نظام واضح لقياس مدى فعالية برنامج التطوع المؤسسي بالإضافة إلى الفعاليات والأنشطة ذات الصلة.
					5.3 يتم قياس أثر برنامج التطوع المؤسسي على المجتمع.
2. مشاركة الموظفين					
					6.1 ما نسبة مشاركة الموظفين الحاليين في برنامج التطوع المؤسسي؟ (نسبة المشاركة = عدد الموظفين المشاركين في العمل التطوعي / المجموع الكلي لموظفي الجهة x 100)
					<input type="checkbox"/> 1 - 20% <input type="checkbox"/> 21 - 40% <input type="checkbox"/> 41 - 60% <input type="checkbox"/> 61 - 80% <input type="checkbox"/> أكثر من 80% لا ينطبق
3. التحديات / المعوقات					
					7.1 يرجى ذكر التحديات / المعوقات التي تحول دون نجاح برنامج التطوع المؤسسي.

لا ينطبق	لا أوافق بشدة	لا أوافق	أوافق	أوافق بشدة	تقييم برنامج التطوع المؤسسي
1. توافق برنامج التطوع المؤسسي مع استراتيجية الجهة					
					1.1 يعكس إلى الالتزام بالعمل التطوعي في رسالة الجهة وينعكس في قيمها وأولوياتها الاستراتيجية.
					1.2 تلتزم الجهة ببرنامج مؤسسي للتطوع يتم مراجعته وتحديثه سنوياً.
					1.3 يوجد لدى المؤسسة سياسة خاصة بالعمل التطوعي.
					1.4 تضع الجهة أهدافاً خاصة بالعمل التطوعي.
					1.5 تُقيم الجهة علاقات عمل مشترك في مجال التطوع مع شركاء لها في المجتمع
2. دعم القيادة العليا لبرنامج التطوع المؤسسي					
					2.1 يخصص الموظفون وقتاً للقيام بالأعمال التطوعية.
					2.2 ترصد الجهة موازنة ملائمة لدعم التطوع في بيئة العمل.
					2.3 تدعم القيادة العليا للجهة العمل التطوعي في بيئة العمل.
3. خطط التواصل الداخلي والخارجي					
					3.1 يمكن للموظفين التعرف على فرص التطوع المتاحة بسهولة وبشكل دوري.
					3.2 يمكن للموظفين المشاركة في الأنشطة التطوعية التي تدعمها الجهة.
					3.3 يشمل الدليل الاسترشادي للموظفين الجدد على معلومات حول برنامج التطوع المؤسسي.
					3.4 يتم الإعلان عن الجهود التطوعية للموظفين باستخدام قنوات التواصل الداخلي والخارجي مثلاً: التقارير السنوية، والموقع الإلكتروني للجهة، والاجتماعات الداخلية، وغيرها).
4. الثقافة المؤسسية					
					4.1 يمكن للموظفين المشاركة في وضع ومراجعة وتحديث برنامج التطوع المؤسسي.
					4.2 يتم تقدير الجهود التطوعية التي يبذلها الموظفون داخل الجهة وخارجها.
					4.3 تخصص الجهة عدداً من الحوافز والمزايا المرتبطة ببرنامج التطوع المؤسسي.





## • Appreciation

The authority should appreciate the voluntary contributions of its employees and members of society who have devoted their times and effort to the success of organizational volunteer program in accordance with the applicable laws and regulations.

**Example: Cabinet Resolution issued under No. (2015 fo (18on the system of granting rewards and incentives to the Federal Government's employees (UAE.)**

### **Cash Rewards Categories: "Community Employee" Category:**

These rewards are given to the employee who contributed to highlighting the Ministry's or Federal authority's role in the field of society service through his voluntary works or his membership in associations serving the society.

قيمة المكافأة	معايير وشروط الاستحقاق
مبلغ مقطوع قدره (٥,٠٠٠) خمسة آلاف درهم في السنة.	<ul style="list-style-type: none"> <li>- أن يكون الموظف قد قام بعمل مجتمعي يسهم في خدمة وتطوير المجتمع</li> <li>- أن يقدم الموظف وثائق تثبت مشاركته؛</li> <li>- أن يكون العمل المجتمعي الذي قام به الموظف تطوعياً بحيث لم يكن قد حصل على أجر من أي جهة أخرى؛</li> <li>- أن يكون العمل التطوعي خارج أوقات الدوام الرسمي.</li> </ul>



## Roles and Responsibilities of Voluntary Works:

The organizational volunteer program requires the commitment, support and follow-up of a number of the authority's employees and organizational units. Some authorities shall form a voluntary team "Volunteering Champions" consisting of 5 to 7 members coming from different organizational units of authority (the number of members shall depend on the scope and size of work).

### Senior Management

- Ensure that all support shall be provided for the implementation of National Strategy for Volunteerism .2021
- Approve the organizational volunteer plan of authority; including the budget.
- Ensure the assessment and management of risks relating to the voluntary works.
- Build positive and constructive working relationships with strategic partners in relation to the implementation of voluntary works (e.g. private sector organizations and the like).
- Participate actively in the voluntary activities and encourage both the employees and members of society to carry out the voluntary works.
- Follow-up the main objectives and performance indicators of voluntary works and those relating thereto and issue instructions on the development of any proactive and / or corrective plans.



**Cont.**

## Volunteer Team

- prepare, develop and update the organizational volunteer plan to be consistent with the authority's strategy and objectives.
- Apply both the policies and procedures relating to the organizational volunteerism provided that it shall comply with the relevant legislative system of the country.
- Identify the available volunteering opportunities in cooperation with other organizational units and then monitor the levels of their achievement .
- Document the roles, responsibilities and duties of each role.
- Inspect both the local and international best practices in the organizational volunteerism field for the purposes of updating and developing the working methods.
- Spread the culture of volunteerism, taking into account both the local and international best practices.
- Coordinate with the concerned authorities in the National Volunteer Platform as well as the National Program for the Qualification and Training of Volunteers for the purposes of selecting the appropriate volunteers and working on developing their skills in accordance with the organizational volunteer plan.
- Follow-up the volunteer's affairs and work to provide the support necessary to them.



**Cont.**

## Human Resource Management

- Ensure the effectiveness of attraction and recruitment processes so that the candidates who adopt the culture of volunteerism are recruited.
- Identify the training, educational needs and awareness-raising workshops of all authority's employees in cooperation with the organizational units (including the volunteer team) within the specified time frame, in addition to following-up the application of the voluntary work procedures.
- Explain the necessary procedures upon initiating the implementation of voluntary works such as those relating to security, health, safety and public liability insurance.
- Establish, develop and update the employees' database so as to show the different competencies, skills and knowledge they enjoy (bank of skills) and thus the possibility of benefiting from them in the specialized voluntary activities.
- Keep the volunteers' records in accordance with the authority's records management methodology.
- Contribute to building the authority's culture of volunteerism by developing initiatives to encourage and motivate employees to carry-out the voluntary works (e.g. community employee rewards and the like.)



**Cont.**

### Information Technology Management

- Coordinate with the volunteer team to identify the technical needs that contribute to achieving the organizational volunteer plan.
- Ensure the conformity and integration of technical systems and software to the requirements of the National Volunteer Platform.
- Provide the technical support relating to the volunteer opportunities offered by the authority within the specified timeframe.
- Facilitate the employee's access to the technology through which information on both the available volunteer opportunities and registration of volunteers can be obtained.

### Strategy and Future Management

- Ensure that the organizational volunteer plan shall conform to the authority's strategic plan.
- Review both the objectives and performance indicators of voluntary works to ensure their accuracy and effectiveness.
- Follow-up the results of performance indicators and review the volunteer's performance reports to ensure continuous improvement.
- Participate with other organizational units within the authority to review and modify any development processes.



## Cont.

### Other Organizational Units

- Identify the volunteer opportunities with all relevant details (such as descriptions, required duties and the like.)
- Provide the necessary support to the volunteer team to effectively implement its work plan.
- Support the volunteers (either employees or members of society) and overcome the difficulties they may face while implementing the voluntary activities.
- Motivate and encourage employees to participate actively in the voluntary works.

### Government Communication Department

- Coordinate with the volunteer team, Human Resource Department and IT Department in relation to the communication plan of volunteer opportunities available in the authority (e.g. key messages, communication channels and the like.)
- Coordinate with the media authorities and ensure the authority's participation in the relevant initiatives (such as the National Strategy for the Year of Giving 2017 and "Knights of Giving Initiative and the like.)
- Collect all annual volunteer activities and events of authority and ensure its publication through electronic websites and applications to be inspected by the largest segment of society.



### Volunteer Rights

- Define the objectives of voluntary activities and desired results.
- Deal with the volunteer with respect and trust to carry out the agreed voluntary duties and responsibilities.
- The authority's commitment of the time plan for the implementation of voluntary activities to ensure that the volunteer's time is not lost.
- Qualify and train volunteers in relation to the required voluntary activities performance (in case they are not specialized.)
- Provide the necessary resources for the completion of voluntary works.
- Provide the necessary supervisory support to the volunteers and notify them of the procedures for submitting proposals / comments.
- Maintain the confidentiality of volunteer's personal data.
- Maintain the volunteer's security, health and safety at the volunteerism site.
- A written statement is given from the authority to volunteer showing the details of his voluntary participation.

The volunteers; who join the National Volunteer Platform (via :UAE Volunteers/ volunteers.ae), should read the volunteer conduct document including the discharge and undertaking statements and then agree on the terms and conditions contained herein.



### Volunteer's Duties

- Complete all data required for registration in the National Volunteer Platform.
- Attend any introduction sessions and / or read any details concerning the voluntary duties assigned to him.
- Maintain the confidentiality of data and information obtained by volunteer during implementing his voluntary works.
- Carry out the duties and responsibilities assigned to the volunteer to the fullest extent and within the specified timeframe.
- Not to offer, submit, promote or advertise any goods and services during the exercise of voluntary works which will result in material benefit or personal gain obtained by him.
- Commit to respect the rights of all groups with which he is dealing during the provision of his voluntary services.
- Comply with the security, health and safety instructions.
- Maintain the authority's assets in case of their use to carry out the required voluntary works.
- Submit the development comments / proposals.
- Keen on showing the good behaviors towards all other cultures and building balanced relationships with the authority's co-workers, employees and customers.





## **Attract Volunteers**

- **Extensive Attraction Campaign**
  - It is necessary to appoint a large number of volunteers for a short period of time to implement a certain task.
  - It shall easily obtain the skills required to carry out the voluntary works so that the authority is required to carry-out a limited training for the purpose of implementing the required voluntary works.
- **Targeted Attraction Campaign**
  - It is necessary to appoint a small number of volunteers who wish only to be involved in the voluntary works.
  - It is necessary to obtain the specialized skills and experiences.



The authority can use the National Volunteer Platform.  
(UAE Volunteers/volunteers.ae) to manage the attraction campaign.



## Measure and evaluate the organizational volunteer program.

Example of Indicator	Type of Indicator
<ul style="list-style-type: none"> <li>The return on investment in relation to the organizational volunteer plan.</li> <li>The size of savings in relation to the administrative and operational cost of volunteerism beneficiary / beneficiaries.</li> <li>Volunteers Retention Rate (Retention(</li> </ul>	Strategic Indicators
<p><b><u>Activity indicators:</u></b></p> <ul style="list-style-type: none"> <li>Active volunteers rate (number of volunteers participating in the events in comparison with registrants).</li> <li>Rate of volunteers coming from outside the authority "if necessary."</li> <li>Number of volunteers honored by both the authority and country.</li> <li>Number of volunteer opportunities which are successfully implemented in comparison with the planned ones.</li> <li>Number of senior leadership participations in the available volunteer opportunities.</li> </ul> <p><b><u>Human Resources Indicators:</u></b></p> <ul style="list-style-type: none"> <li>Employees' satisfaction rate about the volunteer programs implemented by the authority .</li> <li>Number of volunteer hours implemented by the authority's employees.</li> </ul> <p><b><u>Organizational Work Indicators:</u></b></p> <ul style="list-style-type: none"> <li>Beneficiary's Satisfaction Rate such as: (Customers, Members of Society, Partners and the like.(</li> </ul>	Operational Indicators



### Conclusion:

The authority should take into consideration the basic principles of volunteerism:

- **Principle :1** The voluntary work is deemed as a work done for free.
- **Principle :2** The voluntary work serves society.
- **Principle :3** The voluntary work is deemed as a voluntary and non-compulsory work.
- **Principle :4** The voluntary work supports the stability of work environment and it is deemed as an incentive for both the productivity and participation.





# Attachments



## Selection of Volunteers

**Volunteers coming from outside  
the government authority.**

**Volunteers coming from inside  
the government authority.**

### **Interviews**

Following the announcement of available volunteer opportunities through the National Volunteer Platform (UAE Volunteers / [volunteers.ae](http://volunteers.ae)), the selection process of appropriate volunteers shall begin. For this purpose, the authority shall make interviews with the prospective volunteers for each volunteer role as may be required.





## Guiding Standards for Selection of Volunteers

Meeting the basic requirements for volunteering in terms of knowledge, skills, experiences, passing interviews(if necessary) and any relevant tests, as well as willingness to do work and the ability to adhere to the time period of volunteerism are deemed as important elements of volunteer's acceptance. In addition, the volunteer should do the following:

- Submit documents declaring that:
  - He obtained a scientific or academic qualification.
  - He is Healthy fit.
  - He has a good conduct and behavior.
  - He has experiences in the available voluntary fields (if any).
- He shall provide contact data and information with authorities where he carried-out previous voluntary works (if any)
- He shall agree to attend any training workshops of voluntary works.
- He shall notify of any conflict of interest (if any).



**Thank you for your Kind  
Attention and Participation**