

Volunteer Management Plan

Associació be artsy

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1. Introduction.

Associació be artsy is a non-profit association that focuses on the development of creative projects with the aim of providing training and experiences to communities that otherwise would not have access to it. Our intention is to provide these communities (through artistic and creative activities) with tools to improve communication and open spaces for critical reflection in order to effect those internal changes they feel are necessary. In short, our intention is to help local communities through artistic expression (with special emphasis on women and those issues that concern them most).

It is for this reason that the project we are currently carrying out, the Chhaupadi project, focuses on the issues of menstruation and hygiene in rural communities in Nepal.

All of this started towards the end of 2014, when the Creativity Photo Project - the embryo that would later on become **Associació be artsy** - was created and participatory photography workshops were held in several countries in Asia and South America. After two years and many experiences, we realized that not only did we need a legal framework - to grow and develop the projects in the most appropriate way - but that there was a gap in the third sector that we were trying to fill - that is: to reach communities through artistic expression. To reach, first and foremost, women all around the world, since they are usually the ones who carry the weight of their communities, and oftentimes are not the "target" of many NGOs.

In short, this is what **Associació be Artsy** is: a group of people with different artistic "backpacks" who team up to create cooperation projects aimed at minorities and communities at risk of exclusion..

Mission

Our goal is to work with minorities anywhere in the world to facilitate expression and communication by providing practical resources through which they can empower themselves to be agents of change and transformation. We understand creative initiatives as a method of self-assessment, self-discovery and communication.

Vision

To improve the lives of local communities and minorities, with special emphasis on the human rights of women, girls and trans people and those issues that most concern them.

ODS related to the organization 's vision: 5 (Gender Equality), 3 (Health and Wellbeing), 4 (Quality Education).

2. The Participation of Volunteers in Associació be artsy

At the **Associació be artsy** we are governed by the established rules of volunteering:

- State regulations: Law 45/2015, of October 14, on Volunteers.
- Law 25/2015, of 30 July, on Volunteers and the Promotion of Association.

We distinguish mainly between the following types of volunteering to be done in **Associació be artsy**:

- Volunteer Management
 - Administrative and maintenance support
- Volunteering to promote programs
 - Cooperation for development projects team
 - Awareness Team
 - Volunteer and company team
- Communication Volunteer
 - Graphic Design Team
 - Social Media Team (web and social networks)
 - Communication and outreach team
 - Content Creation Team

Depending on the needs of each moment, **Associació be artsy** will request any other type of profile.

3. Values and General profiles of the Volunteers.

In principle, any person of legal age can apply to volunteer at **Associació be artsy**.

Anyone who wants to join **Associació be artsy** as a volunteer must know, or be willing to do so, our mission, our values and our way of working.

Your motivations, interests and willingness to commit must fit one of the volunteer profiles that are defined at each moment.

The basic principles governing the volunteer model of **Associació be artsy** son:

- Participatory: that each volunteer can participate both in the activities and in the associative life, according to the principles already defined in the previous point.
- Committed: that each volunteer identifies with our principles, ideals and philosophy of action.
- Qualified: that each volunteer is willing to acquire the necessary training for the activity to be developed and that it will be facilitated by **Associació be artsy** if desired.
- Motivated: that each volunteer receives adequate attention to their expectations and needs, as well as a periodic and continuous follow-up of their action.
- Available: that each volunteer contributes the necessary time to fulfill the commitments they have assumed in terms of training, participation, assumption of responsibilities and tasks.

Some appropriate skills and attitudes that are desirable for the best job performance:

- To freely assume the objectives of the association.
- Sensibility for people.
- Availability and capability to assume responsibilities.
- Serious commitment and perseverance.
- Tolerance, discretion and respect for the privacy of people and the organization.
- Willingness and ability to adapt and learn.
- Initiative.
- Ability to work in a team setting.
- Personal consistency..

4. General and specific objectives and expected results.

4.1. General Objective.

- Encourage and facilitate the participation of volunteers in **Associació be artsy** in a way to advance the mission of our organization.

4.2. Specific objectives.

- Promote social participation in **Associació be artsy**, strengthening the organization with a formed an active social base in line with our mission and vision.
- To promote the participation and creation of networks with social groups and with similar aims to those of **Associació be artsy**.
- Establish a volunteer management process that facilitates the efficiency and effectiveness of volunteer work and the evaluation and monitoring of the Plan.
- To encourage the development of activities in line with the objectives of the association without excessively increasing the economic costs
- Encourage the participation of professionals who can contribute their expertise and training in our projects.
- To guarantee that each volunteer feels welcome, trained and supported in the activity she or he has been entrusted with.
- Collect, analyze and respond to the proposals that volunteers want to make to **Associació be artsy** to improve the fulfillment of the mission.
- Facilitate knowledge, training and experience on Volunteering and Social Transformation.

4.3. Expected Results

- Formation of a team of committed volunteers, and thereby improving the social presence of the organization at a national and international level.
- Participation in networks and relationships with social movements and organizations in the field of Volunteering.
- Systematized volunteer management process
- Activities carried out by the volunteers of **Associació be artsy**.
- Each volunteer has the opportunity to interact with the rest of the volunteers and to participate in the associative life of the organization.
- Each volunteer has a person of reference within the organization and with personalized follow-up of her/his activity.

5. **Associació be artsy Volunteer Itinerary.**

5.1. **Reception Process**

This process represents the interested person's first contact with the **Associació be artsy**, and for that reason we pay special attention to the information and care offered at this time*.

- a) Previous Information: it can be offered through different channels in order to inform volunteers about the organization, its projects or the voluntary action that it develops. This information can be supported with edited information or directing you to the website, being open to the resolution of possible doubts or questions.
- b) Interview and/or information session: these are carried out in order so the volunteer can get to know the organization and its forms of participation, as well as to establish a first personal contact with **Associació be artsy**.
- c) Orientation: it is carried out with the purpose of adjusting the characteristics of the volunteer with the needs of the different projects developed by **Associació be artsy**, to guarantee successful incorporation and participation in our entity.

**See Annex 1 - WELCOME PROTOCOL FOR NEW VOLUNTEERS*

5.2. **Formative Process**

The training aims to train volunteers for the activities they will carry out as members of the organization. Volunteer training must respond to the transmission of knowledge, skills and values, in order to carry out a quality voluntary action. Likewise, training will be given in the procedures and forms of work established in the organization..

Throughout the year, all volunteers will be offered information that will facilitate their participation, training and monitoring of the work of Associació be artsy:

- Notices of activities, agreements and commitments of Associació be artsy and of networks in which it participates
- News on projects and activities carried out by **Associació be artsy**.
- Information on conferences, congresses, etc. related to the organization's activities
- Periodic newsletters.
- Invitation to activities.
- Hoja Informativa a los Voluntarios.

5.3. **Management and Monitoring of Volunteering Activities.**

The incorporation of the volunteer will become effective, if considered by both parties, by means of an agreement that will contain information on the association, rights and duties of both parties, functions and time of dedication, training process and cause forms of discharge.*

Each volunteer will have a responsible person within the organization, who will be in charge of giving them the necessary support so that they can carry out the entrusted activity and evaluate the activity with them.

Once every quarter, each volunteer or group of volunteers will be able to make a brief report reflecting on any of the activities they carried out during the time period and also any proposals they want to transfer to the organization.

A database of volunteer staff will be kept up to date to manage the activities carried out by each of the volunteers. The management of this database will be the responsibility of the volunteer manager.

There are different form of recognition in which the activity will be carried out:

- a) Volunteer Certificate: **Associació be artsy** will issue a certificate of collaboration to those volunteers who require it. The volunteer manager will be in charge of preparing and delivering it.
- b) Credits and/or internships in exchange for volunteering: **Associació be artsy** will accept as volunteers those people who have to dedicate a certain number of hours during their school year, in order to complete their university education..
- c) Organization's media review: detail of collaborators and volunteers on the website, social networks and other forms of communication of **Associació be artsy**.

**See Annex 3 - VOLUNTEER COMMITMENT*

5.4. Disengagement of the Volunteer

The end of the volunteer's bond with the organization is part of the relationship process that begins with the incorporation of the volunteer to the entity.

Identifying the reasons that lead a volunteer to leave the organization will help prevent possible losses and ensure a dignified departure of the volunteers, and develop actions to recognize their contribution to the mission of the organization and appreciation for it, are some of the keys to this phase of disengagement.

Associació be artsy establishes an exit interview in which we can identify the reasons that lead the volunteer to stop her/his activity or, on the contrary, the reasons that lead the organization to stop the participation of the volunteer. In addition, other observations of the functioning of the association will be collected, which may lead to an improvement in our management and accompaniment of the volunteer.

5.5. Evaluation of the Volunteer Plan.

The Volunteer Manager will prepare an annual report that includes the activities carried out by each of the volunteers, as well as an assessment of them and the relationship between the volunteers and the organization.

Likewise, the volunteers will value each of the activities with the support of their referent within the organization if necessary.

We will use different indicators and instruments to evaluate the proposed activities. *

** See Annex 5 - PLAN EVALUATION INDICATORS and Annex 6 - VOLUNTEER MONITORING REPORT*

6. Annexes

Anexo 1 - WELCOME PROTOCOL FOR NEW VOLUNTEERS

Anexo 2 - VOLUNTEER REGISTRATION FORM

Anexo 3 – VOLUNTEER COMMITMENT

Anexo 4 - EVALUATION INDICATORS OF THE VOLUNTEER PLAN

Anexo 5 - VOLUNTEER MONITORING REPORT

Anexo 6 – VOLUNTEER CERTIFICATE

ANNEX 1: WELCOME PROTOCOL FOR NEW VOLUNTEERS

1. Application: When an application for participation in volunteer work is received from **Associació be artsy**, the contact details of the interested person must be obtained and the Volunteer Manager must be informed
2. First interview with volunteer candidates:
 - Presentation of the organization and its activity
 - Presentation of the volunteer, their concerns, motivations, expectations. Fill out the registration form (Annex 2).
 - Explain the areas and volunteer requirements of **Associació be artsy**
 - Provide welcome information:
 1. Presentation dossier of **Associació be artsy**.
 2. Working procedures
 3. Model commitment agreement (Volunteer File Annex 3 and Confidentiality File Annex 4).
 4. Rights and Duties of the Volunteer (Annex 3).
3. Second interview with whoever decides to volunteer:
 - a. Agree on activities to be carried out
 - b. Set priorities
 - c. Establish calendar and communication channel
 - d. Sign agreement and confidentiality document
 - e. Assign a reference person from **Associació be artsy**
 - f. Agree on training if necessary
 - g. Inform the **Associació be artsy** team of the new incorporation

ANEXO 2: VOLUNTEER REGISTRATION FORM

| VOLUNTEER REGISTRATION FORM |
|------------------------------------|
| First and Last name: |
| Address: |

| | |
|---|-------------|
| Contact phone number(s): | e-mail: |
| Age: | |
| Major(s): | |
| DNI: | Passport: |
| Project | |
| Where will the volunteering take place: | |
| Dates: | |
| Project: | |
| Project Manager: | |
| | |
| Travel Insurance: | YES NO |
| Mutual: | |
| Policy Number: | |
| Are you a member of Associació be artsy : YES NO | |

| | | |
|---|--|--|
| Contact details in case of emergency | | |
| First and Last name : | | |
| Relationship: | | |
| Phone numbers: | | |
| E-mail: | | |

ANNEX 3 – VOLUNTEER COMMITMENT

In Barcelona, on ____ ____ of 20____.

CLARA GARCIA ORTÉS, with DNI **43627961C**, as president of the **Associació be artsy** con CIF: **G66869694**, based in **Barcelona, Carrer Gran de la Sagrera 67-75 local 1, 08027**, registered in the first section of the Register of Associations of the Generalitat of Catalonia with **no. 60067**. From now on **Association be artsy**.

AND

MR/MRS/MS _____, with DNI _____, date of birth _____ address _____, phone number _____ and email _____. Hereinafter the Volunteer.

MANIFEST

FIRST: Volunteer activities. The parties agree to carry out volunteer activities related to the support in the creation and development of the projects carried out by **Associació be artsy**. The volunteer will carry out his or her activity under the guidelines set by the governing bodies of the entity or by the person in charge to whom he or she is assigned.

SECOND. Unpaid and supportive nature of the volunteer. The activities carried out by the volunteer within the framework of this agreement will be of a joint nature and will be carried out without any economic or material consideration, without prejudice to the reimbursement of the expenses incurred in the performance of the voluntary action that it causes, as long as these expenses have been approved in advance by any of the members of **Associació be artsy**, committing to carry them out responsibly and regularly in accordance with what was agreed.

THIRD: Duration and activities of the volunteer work. Within the assigned project, the volunteer will carry out the activities to fulfill the objectives of point 1 for the term of ONE RENEWABLE YEAR. **Associació be artsy** will be in charge of the necessary training for the proper performance of these activities. **Associació be artsy** may suspend the activity of volunteers when the activity is seriously impairing the quality or purposes of the entity's programs by their cause, or seriously violate the incorporation agreement.

Volunteering activities will be carried out online, without prejudice to holding any of the meetings necessary to carry out the activities in person.

FOURTH: Rights and duties of the volunteer.

Volunteers have the following rights:

- a) To receive, both initially and permanently, the information, training, guidance, support and, when appropriate, necessary materials to perform the functions assigned to them.
- b) To be treated without discrimination, respecting their freedom, dignity, privacy and beliefs.
- c) To be able to actively participate in the organization in which they are inserted, collaborating in the preparation, design, execution and evaluation of the programs, in accordance with the statutes or applicable regulations.
- d) To be insured against the risks of accident and illness derived from the exercise of voluntary activity, with the characteristics and by the insured capital that are established by regulation.
- e) To be reimbursed for expenses incurred in the performance of their activities.
- f) To have an accredited identification as a volunteer.
- g) Carry out their activity in the proper safety and hygiene conditions depending on its nature and characteristics.
- h) Obtain respect and recognition for the social value of their contribution

Volunteers are required to:

- a) To fulfill the commitments acquired with the organization in which they are integrated, respecting its aims and regulations.
- b) Keep, when appropriate, confidentiality of the information received and known in the development of their voluntary activity.
- c) Reject any material consideration that you may receive either from the beneficiary or from other people related to your action.
- d) Respect the rights of the beneficiaries of their voluntary activity.
- e) To act in a diligent and supportive manner.
- f) Participate in the training tasks planned by the organization specifically for the activities and functions entrusted, as well as those that are permanently required to maintain the quality of the services they provide.
- g) Follow the appropriate instructions for the purposes given in the development of the activities entrusted.
- h) Properly use the organization's accreditation and badges.
- i) Respect the material resources made available by the organizations.
- j) Confidentiality and independence: Each of the volunteers is obliged to treat the organization's information confidentially, and to consult the person responsible before spreading any information from or on behalf of **Associació be artsy**. It is absolutely forbidden for all volunteers to give partial or total information,

acquired in the present or in the past, to third parties about any documentation or information, technical or administrative, verbal or written, in graphic form or by any other means referring to the organization. Each of the volunteers is obliged to carry out their task objectively and without influence, avoiding and rejecting occasions and actions that lead to being favored with gifts or advantageous situations.

FIFTH. Obligations of Associació be artsy. The following are the rights of the volunteer entities:

- a) Formalize the incorporation agreement with the volunteers and fulfill the acquired commitments
- b) Take out an insurance policy or other financial guarantee, appropriate to the characteristics and circumstances of the activity carried out by the volunteers when necessary.
- c) Reimburse volunteers for the expenses incurred in the development of their activity provided that they have been approved in advance.
- d) Establish adequate internal information and guidance systems on the purposes of voluntary action, the performance of the tasks to be entrusted to the volunteers, as well as the necessary training.
- e) Facilitate the participation of volunteers in the development of the projects in which they intervene.
- f) Carry out the follow-up and evaluation of the programmed activities, guaranteeing the achievement of the planned objectives.
- g) Issue volunteers with a certificate indicating the duration and activities carried out in the programs in which they have participated.
- h) Comply with Organic Law 15/1999 of 13 December and other applicable regulations regarding the treatment and protection of personal data.

SIXTH: No employment relationship. Both parties expressly state that this commitment is not of an employment nature, in accordance with the provisions of Law 45/2015 of October 14, regulating Volunteers.

SEVENTH. Cause for termination of this agreement. The causes for termination of this agreement are:

- a) The resignation of the volunteer stated in writing.
- b) The resolution by mutual agreement between the volunteer and the organization.
- c) Non-compliance by any of the parties with the obligations set contained in this

document and in Law 45/2015 of October 14 on Volunteering.

- d) The resolution at the request of the organization in case of breach of duty by the volunteer will be made in writing and will be notified to the volunteer by any means that are recorded.
- e) For compliance and completion of the program or project in which the volunteer was involved.
- f) The subscription by the volunteer of a labor contract to carry out the same tasks included in the volunteer provision.
- g) The volunteer is convicted by final judgment for any type of crime.
- h) The other causes established by this contract and by law.

In any case, the termination of the volunteer relationship will not result in any economic consequence.

EIGHTH. Treatment of images in multimedia material. It is possible that while volunteering, photographs and / or videos will be taken in order to promote the activities of **Associació be artsy**. The volunteer authorizes the organization to use their image so that it can use the photographic or audiovisual material in which they're in with the purpose of using them in media and internal or external communication campaigns of the organization including being viewed by the general public.

The transfer of image rights is made for the use of photographic and audiovisual material in the aforementioned purpose and means, using currently known technical means and those that could be developed in the future and for its reproduction, distribution, public communication and transformation, in any country in the world and for the maximum time allowed by law. This transfer of image rights is free of charge, does not imply an illegitimate interference with the privacy, honor or reputation of the volunteer, nor is it contrary to their interests. The images will be processed indefinitely as long as the volunteer does not revoke the transfer of their image rights.

In relation to the photographs and videos or any multimedia material made by the volunteer as a result of their activities, it may be used and reproduced by **Associació be artsy** in accordance with the regulations, determining at all times the authorship of this, without the need to perform individual authorizations of all this material.

President

ANEXO 4 - EVALUATION INDICATORS OF THE VOLUNTEER PLAN

Some of the indicators and tools that can be used to assess the execution of the volunteer plan are the following:

- Number of volunteers and collaborators/year. Registration of registrations/cancellations.
- Number of people requesting information about volunteering/year.
- Mediums used (Phone, email, visit).
- Number of dossiers on volunteering delivered/year.
- Number of emails sent to volunteers in general/year.
- Time spent by each volunteer at **Associació be artsy**.
- Number of interviews carried out with associations that offer volunteering services
- List of activities where the volunteer has participated and evaluation of each one
- Documents made by the volunteers: reports, articles, etc (in whole or in part).
- Number and type of proposals made by the volunteer.
- Quarterly or semi-annual reports (prepared by the volunteer and the general).
- Annual report of activities.
- Analysis of the tracking files of each volunteer(Database).
- Carrying out individual surveys to find out the degree of satisfaction with: welcoming process, initial information/training, sending periodic information.

ANNEX 5 - VOLUNTEER MONITORING REPORT

A quarterly or semi-annual evaluation will be conducted (as agreed upon by the organization with the Volunteer Manager) where, in addition to evaluating the Volunteer Plan according to the indicators in Annex 5, an evaluation of each volunteer will be carried out, mainly collecting the following information:

- Volunteer history at **Associació be artsy**:

- Volunteer Evaluations:

- Evaluations of **Associació be artsy**:



- Observations:

ANNEX 6 – VOLUNTEER CERTIFICATE

TO WHOM IT MAY CONCERN::

CLARA GARCIA ORTÉS, with DNI 43627961C, as president of the **Associació be artsy** con CIF: G66869694, based in Barcelona, Carrer Gran de la Sagrera 67-75 local 1, 08027, registered in the first section of the Register of Associations of the Generalitat of Catalonia with no. 60067

CERTIFIES

That, _____ with DNI _____, has done volunteer work for a total of XXXX hours, collaborating in the following cooperation and awareness projects developed by the organization.:

1. -
2. -
3. -

And for this purpose, I sign this certificate in Barcelona on _____ of _____ of _____.

Clara Garcia Ortés
President