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VOLUNTEERING

N

MATTER OF HEART

A HANDBOOK ON VOLUNTEERING

CONTENT

1. BASICS OF THE VOLUTNARY MANAGEMENT	6
1.1. The Analysis of Needs and Planning Voluntary Programme	6
1.2. Description of Voluntary Position	7
1.3. Promotion and Advertising Voluntary Programmes	8
1.4. Selection and Coordination of Volunteers and Volunteer Positions	9
1.5. Orientation and Trainings	9
1.6. Support and Supervision of a Volunteer	10
1.7. Evaluation of the Voluntary Programme	11
1.8. Acknowledging Volunteers' Contribution and Rewarding	11
2. MOTIVATION	12
3. VOLUNTARY POLICY AND PROCEDURE	12
3.1. Rights and Obligations of a Volunteer	13
3.2. Rights and Responsibilities of the Organiser of Volunteering	14
4. FORMS OF VOLUNTARY ACTIVITIES	15
4.1. Ad Hoc Voluntary Actions	15
4.2. Short-term Volunteering	16
4.3. Long-term Volunteering	17
4.4. Voluntary Camps	18
4.5. Local Voluntary Service	19
5. CHALLENGES IN THE DEVELOPMENT OF VOLUNTEERING IN THE LOCAL COMMUNITY – THE EXPERIENCE OF THE NVS	21
5.1. Volunteering in the Social Context	21
5.2. Openness of Institutions, Organisations and Associations to Voluntary Work	22
5.3. Networking of All Participants in the Local Community	22
5.4. Different Age and other Categories of Volunteers	23
5.5. ANNEX	23
5.5.1. Forms for Volunteer Position	23

All terms used in the Handbook are written in the male gender and comprise the same terms in the female gender.

INTRODUCTION

The City of Novi Sad has the honour to bear to important titles - the European Youth Capital Title 2019 and the European Capital of Culture Title 2021. Teams in charge for the preparation and implementation of both programmes recognised the importance of good organisation of voluntary work, and maintaining 'Novi Sad Voluntary Service' (NVS) is one of the most important joint task they would like to leave to the city and citizens of Novi Sad as the heritage and legacy for the future.

The motive for creating the NVS is not only addressing needs for volunteer staff during the implementation of the activities of Capitals, but creating sustainable urban voluntary service that aim at:

- Promotion of positive values of volunteering in a community
- Strengthening and maintaining of continuous, structured and quality support for volunteers and organisers of volunteering
- Networking and establishing cooperation between all participants in volunteering.

The 'Volunteering is a Matter of Heart' handbook is predominantly intended for organisers of volunteering in order to encounter the elements of voluntary management and to apply its content easier. It relies on the considerable experience of Novi Sad organisations within which volunteering is a practice, as well as on different handbooks, booklets and other voluntary publications.

The Handbook can be used by volunteers, since a lot of elements refer to them - nothing about volunteers without volunteers!

The Handbook can be a universal reading material for everyone who is interested in volunteering.

Novi Sad is the European Youth Capital in 2019! The Youth Capital for a year! This is why the city and the young have a chance for cultural, social, economical and every other development, and OPENS is there to take care to make it happen. The programme involving over a half a million young people across Europe during three years brought the title of the European Capital of Culture to Novi Sad. This is actually an exciting challenge. At this moment, the OPENS makes a way that leads to the creation of a new system, within the already existing system, in order to apply innovative ideas completely.

Novi Sad is the European Capital of Culture in 2021! Cultural and creative potentials of the city are being developed within this significant title. The vision 'The Beginning of New. Now!' strengthens the cultural vitality of the city, encourages urban regeneration and improves international image of the city. The goal of the project is to build 'new bridges', both within the community with local citizenship, artists, cultural managers, young people, and regional neighbours and countries in the European Union. By strengthening creative industries, youth sector, spatial resources and integration of the city into the European framework, Novi Sad prepares for the title year and each new programme is the proof that it is the city that lives the culture.

1. BASICS OF THE VOLUNTARY MANAGEMENT

The voluntary management is the system that provides successful management of voluntary activities.

It comprises:

1 The analysis of needs and planning voluntary programme	3 Promotion and advertising voluntary programmes	5 Orientation and trainings	7 Evaluation of the voluntary programme
2 Description of volunteer positions	4 Selection and coordination of volunteers and volunteer positions	6 Supervision and support for volunteers	8 Acknowledging volunteers' contribution and rewarding

1.1. THE ANALYSIS OF NEEDS AND PLANNING VOLUNTARY PROGRAMME

The first step of establishing voluntary programme within an organisation or community is the analysis of needs and challenges:

- Which problem within a community do we try to resolve?
- What are the activities we want to engage volunteers in?
- What kind of support can volunteers offer?
- How many volunteers do we need?
- What is the framework of voluntary programme?
- How many hours will volunteers be engaged during week and on which days? - How long will their voluntary engagement last?
- Which skills should volunteers have in order to participate in the programme?
- Do we need experts in the particular field or persons with positive attitude?

After careful consideration of the above-mentioned questions, the next step is development of voluntary positions. Voluntary programme is a draft or

written framework for volunteers' engagement. Volunteer position is the position in which a volunteer will be engaged. We provide good results and sustainability with good analysis and by planning voluntary programme.

1.2. DESCRIPTION OF VOLUNTARY POSITION

We can engage volunteers in almost all activities within an organisation and community and there are no rules that limit the range of activities. It is important to adhere to the provision of the Law on Volunteering¹ which states: 'Voluntarism that replaces the work done by entities, in accordance with work regulations, is prohibited.'

For example, it is not possible to engage a volunteer in the position of kindergarten worker in a preschool institution, since such working positions are obliged in a kindergarten. The thing we can do is to engage a volunteer assistant, who will offer new contents that are beneficial for children and in that manner enable kindergarten worker to devote to every child.

It is very important to think about mutual benefit and support for volunteers in order to find the position in which they would like to volunteer.

After making a draft of the voluntary programme, it is necessary to clearly define the description of each voluntary position. The draft should contain the following elements:²

The title of the position – ID of voluntary position

The title of the position gives a volunteer a sense of Identity.

The place of engagement

Where the volunteer will be engaged – address, city, the name of local community; whether the activity will be done at home, in the office or outside the office.

The time of engagement

When the volunteer will be engaged – date, time frame, shifts.

The purpose

Having in mind the results of the overall voluntary programme, it explains general goals and purpose of a voluntary position. It is the most important part of the description of voluntary engagement.

¹ The Law on Volunteering, 'Official Gazette of the Republic of Serbia', no. 36/2010

² You can find the examples of voluntary positions for short-term activities in the Section no 5.5. ANNEX

Responsibilities and duties

Individual and clearly defined activities that should be done in order to achieve previously defined goals.

Competence

Clear and concise profile of eligible volunteer, which includes required skills, attitude, experience, knowledge and personal characteristics.

Benefit

Emphasises what the volunteer will achieve during and/or after the engagement in the position.

Supervisor and/or volunteer mentor and their contacts

These information should help a potential volunteer to understand with whom in the organisation he/she should cooperate and to whom and in which manner he/she should deliver the report.

How to apply

Link, website, e-mail, etc.

1.3. PROMOTION AND ADVERTISING VOLUNTARY PROGRAMMES

Positive message is specially created message that is being sent to potential volunteers and answers the following questions:

WHO does implement the programme?

WHAT should be done? WHAT do we expect from volunteers?

WHERE is the programme being implemented?

WHEN is the programme being implemented?

WHY is the programme being implemented - what is the aim of the programme?

HOW to apply?

In order to give accurate, fresh and valuable information, it should be adapted to specific programme, i.e. it should be created in accordance with the profile of a volunteer we want to engage.

How can organisations advertise their programme and invite volunteers?

- Actions at public spaces;
- presentations in institutions and organisations (faculties, schools, associations, nursing homes);
- advertising via media and website;

- advertising via promotional materials;
- advertising via social media;
- advertising via mailing lists.

The existence of a local voluntary service in a municipality/city is a significant resource of interested volunteers, thus it is useful to announce our programmes and positions as organisers via the service as well.

1.4. SELECTION AND COORDINATION OF VOLUNTEERS AND VOLUNTEER POSITIONS

It is very important for a volunteer position to find a volunteer, i.e. for a volunteer to find his/her position. It is a moment that ensures or hinders the success of voluntary engagement.

The most common type of a volunteer selection is an interview or a conversation. The interview does not only help the institution/organisation that engages volunteers - it also helps a volunteer, who can get more information about the engagement and resolve concerns he/she has. The interview should present a conversation that is a benefit and pleasure for both parties.

1.5. ORIENTATION AND TRAININGS

The selection of a relevant volunteer profile presents a huge challenge for an organisation, thus it is necessary to clearly define the needs for particular positions, as well as profiles required, before an interested volunteer applies.

The orientation is the first meeting between a volunteer and organisation. Furthermore, it denotes the preparation period for a volunteer, when all information about the organisation and envisaged activities are being given in a planned, organised and systematic way.

It is always suitable to organise joint meeting between employees and new volunteers. It is important for a volunteer to start a voluntary engagement with pleasure, to feel welcome and gain a sense of belonging to the organisation or institution.

The training is a process that can help a volunteer to fulfil his/her obligations, especially if his/her volunteer position requires special skills and knowledge.

Trainings can be divided into:

1. Basic: ‘What is volunteering? Who is a volunteer?’, during which volunteer get familiar with basic terms, definitions, values, legal framework, rights and obligations.
2. Professional: ‘What and with whom will I be doing?’, which include the specific details about concrete voluntary engagement (target group, activity, etc.).
3. Advanced: ‘How can I improve my work?’, trainings selected by a volunteer, which would be offered during their volunteering.

If we talk about a short-term voluntary position, it is always good to organise group preparation meeting, during which positions and expectations of an organiser and a volunteer are being described in detail.

1.6. SUPPORT AND SUPERVISION OF A VOLUNTEER

Support for volunteers is very important for personal and organisational reasons. We can implement the support for volunteers in two ways – by direct engagement of a mentor and supervisor of voluntary activities or through special trainings.

Supervision ensures that volunteers, activists and coordinators follow goals, values and procedures of an organisation, project and voluntary programme. Supervision is a process of a regular re-examination of needs of a volunteer or employees and it results in possible changes regarding the procedures of management, voluntary activities and appropriate workplaces.

During the initial period of volunteering, supervisor coordinates a volunteer, checks whether he/she understands given tasks, asks for an opinion and encourages creative thinking about the works he/she performs.

Later during volunteering, when a volunteer connects with the organisation and project, he/she does not need that much help from a supervisor regarding the coordination, but more when it comes to support and teaching.

The training can be a type of support regarding the concrete situations and challenges that occur during the voluntary engagement, e.g. a team building training, stress relief, conflict resolution, etc.

Volunteers often quit from volunteering due to the occupational burnout, and organisers of volunteering do not have the insight into their quitting (e.g. unrealistic demands of the organisation, inadequate treatment of a volunteer,

stress while volunteering, low/high expectations, boredom, etc.). The support from mentors and supervisors is very important for the recognition of the occupational burnout and other risks regarding the implementation and continuous engagement of volunteers.

1.7. EVALUATION OF THE VOLUNTARY PROGRAMME

Monitoring and evaluation of the voluntary programme should be planned in advance, and it is necessary to include organisers, volunteers and users of voluntary activities. In this manner, all three parties actively participate in reaching higher and better involvement of volunteers in activities of the organisation and ensure that volunteers will have a chance to completely use their potentials based on the sustainable principles.

It is possible to monitor and evaluate the volunteers’ engagement with:

- volunteer certificate;
- passport of competences - as a mechanism for monitoring the training;
- portfolio;
- volunteer handbook;
- meetings in person between all three parties
- electronic evaluation questionnaires;
- and by creating online form that will serve as a volunteer booklet.

1.8. ACKNOWLEDGING VOLUNTEERS’ CONTRIBUTION AND REWARDING

Acknowledging volunteers’ contribution is a result of monitoring the engagement of volunteers during the fulfilment of their obligations. Volunteers that get regular feedback are certain of the quality of the implementation and have no doubt whether someone cares about their effort.

There are often misunderstandings since some elements of work with volunteers are taken for granted. We should clearly say to volunteers that we appreciate their engagement. If there is a possibility, we can reward volunteers with tickets for theatre, cinema, concert or interesting sport events. Adequate reward can be sending volunteers on a training he/she expressed interest for.

If the volunteer engagement last longer, the organiser of volunteering can organise gatherings of employees and volunteers, film screenings or similar activities. A ‘thank you’ is the word that means a lot to every volunteer.

2. MOTIVATION

Answers to the question WHY DO WE ENGAGE VOLUNTEERS? are challenges both for organisers of volunteering and volunteers. WHY DO I VOLUNTEER?

The importance of finding the real motivation of volunteers and organisers of volunteering lays in the fact that in this manner we will provide satisfaction and sustainability of voluntary programme.

In addition to recognising volunteer's motivation, i.e. the reason they volunteer, maintaining a good motivation is important as well. Maintaining a good volunteers' motivation is reflected in the implementation of different motivational strategies. The basis of each strategy is to monitor satisfaction of volunteers and organisers of volunteering. On that basis, different motivational strategies, unique for each organiser of volunteering, can be further developed.

We have already mentioned rewarding, as well as the support, kind word, expressing interest for voluntary work, appreciation and praise.

3. VOLUNTARY POLICY AND PROCEDURE

Each organisation fosters particular principles and values, based on which the policy and procedures that define attitude towards employees and activists, public, new partners and volunteers, are being created.

This relation has to be reciprocal - the attitude of an organiser towards volunteers and vice versa.

Although there are numerous rules and obligation for each side, both organisers and volunteers should have freedom to change and update them by mutual agreement.

3.1. RIGHTS AND OBLIGATIONS OF A VOLUNTEER

Volunteers have the right to:

- get a written description of the position - voluntary position, including goals, expected results, responsibilities, qualifications;
- get timely orientation and training in order to ensure effective volunteering;
- be engaged in works that are adjusted to their interests, skills and potentials, as well as the needs of an organisation;
- be treated as equal team members, who contribute to the goals of an organisation;
- receive the support from organisation members;
- get appropriate recognition and appreciation of a volunteer experience;
- receive the recognition of their contribution;
- have the possibility to give feedback;
- get a chance to develop as volunteers through active participation during trainings, meetings, etc.;
- have the possibility to end their volunteer engagement.

Obligations of a volunteer:

- to accept volunteer position that has been created according to their interests, potentials and needs;
- to achieve knowledge about their position and develop skills and knowledge through orientation and training;
- to get familiar with the volunteer handbook;
- to be informed;
- to be in contact with their mentor or supervisor;
- to become members of a team;
- to monitor all internal rules and procedures;
- to implement restrictions and recommendations by the organisation management;
- to respect the rules of confidentiality of an organisation;
- to use resources of an organisation in accordance with the needs of an organisation;
- to protect and work in the interest of a good image of an organisation;
- to respect an organisation with professional presentation and appearance;
- to offer sufficient and timely information regarding the end of a volunteer engagement.

3.2. RIGHTS AND RESPONSIBILITIES OF THE ORGANISER OF VOLUNTEERING

Organisation has the right to:

- engage volunteers in accordance with their interests, capacities and needs;
- to collect and maintain contact information of volunteers;
- to know limitations and expectations of volunteers;
- to provide clear communication with volunteers.

Obligations of an organisation:

- to define purpose, expected results, responsibilities and qualifications for each volunteer position;
- to ensure safe environment for volunteer activities;
- to ensure that volunteer will not be at a loss;
- to monitor legislation on volunteer engagement;
- to introduce a volunteer to the goals of an organisation and to involve him/her in their achievement;
- to offer continuous support to volunteers;
- to create positive and challenging volunteer experience, useful for a society;
- to prepare members of an organisation for the work with volunteers;
- to use confidential information about volunteers only for business purposes;
- to inform volunteers about changes that occur in an organisation;
- to recognise contribution of volunteers and stress their success;
- to be thankful to a volunteer.

4. FORMS OF VOLUNTARY ACTIVITIES

Volunteering in the Republic of Serbia is regulated by the Law on Volunteering. The Law defines basic terms and principles, volunteering conditions, conditions for organising volunteering, contracts, reports, mandatory records, etc.

Voluntary programmes can be of different forms depending on needs and objectives of institutions, organisations and associations that implement them:

- ad hoc volunteering;
- short-term programmes;
- long-term programmes;
- voluntary camps;
- organising local voluntary service

Responsibility of the volunteer organiser while implementing any of these programmes is to encourage and adhere to the basic principles of volunteering:

- the principle of solidarity and the promotion of volunteering;
- the principle of prohibition of discrimination;
- the principle of protection of users of volunteering;
- the principle of prohibition of misuse of volunteering;
- the principle of youth protection;
- the principle of pro bono volunteering.

4.1. AD HOC VOLUNTARY ACTIONS

Engaging volunteers in activities of general interest, for the common good or for the benefit of a third party, implemented on a one-time basis, such as concerts, festivals, street events, one-day work or promotional activities, conferences and other gatherings, is called 'ad hoc' volunteering.

Although such actions are not included in the current Law on Volunteering, both volunteering organisers and the volunteers themselves must adhere to the principles and take into account the general rights and obligations as well as other forms of voluntary programmes.

When you decide why there is the need for volunteers, what their jobs are and what is the length of their work, it is necessary to designate one person

to coordinate the work of the volunteers and be available to them. Volunteer coordinator prepares job description and/or call for volunteers.

Ad hoc voluntary actions mostly do not need special volunteer qualifications and a large number of volunteers can be included, which is most common and most needed.

It is best to send the invitation to email lists and social networks groups, and it is recommended to advertise via radio, print media or television.

As already stated in section 1.3, it is necessary to provide the following information in the invitation itself or description of a position:

- type of job that will be done by a volunteer,
- time of volunteering,
- required skills, qualifications (if needed),
- place of volunteering,
- benefit of volunteers,
- contact and application deadline.

After the application of satisfying number of interested persons, volunteer organiser should organise a meeting and introduce the volunteers with the purpose of the action, desired results, their role, specific tasks, rights and obligations.

It is also a good idea to share printed material as a reminder. When starting the activity, the contact person must be available for volunteers and always ready to assist and/or advise them.

After successfully implemented action it is very important to organise a meeting or socialising with the volunteers, in order to evaluate the action and achieved results, but also to pay tribute to the volunteers for their work, time and energy. If there were no volunteers, the action might not be implemented.

4.2. SHORT-TERM VOLUNTEERING

The short-term volunteering in Serbia is regulated by the Law on Volunteering and it includes any volunteering longer than 10 hours a week, more than 30 days, but shorter than three months, with no interruption during one calendar year.

This form of volunteer engagement does not require a contract signing, unless a minor is engaged as a volunteer.³

The volunteer organiser is obliged to keep a record of short-term volunteer activities, which should include:

- description of voluntary programme, i.e. voluntary services and activities,
- information about length of voluntary programme and
- information about number of engaged volunteers.

4.3. LONG-TERM VOLUNTEERING

The long-term volunteering lasts longer than 10 hours a week, at least three months with no interruption.

During this period the volunteer organiser should provide:

- working clothes;
- equipment and supplies for self-protection;
- reimbursement of travel, accommodation and meals expenses while performing the voluntary services and activities;
- medical examination for the purposes of volunteering;
- trainings for performing voluntary services and activities;
- the insurance in case of injury or professional illness while volunteering;
- pocket-money.

These and other details about volunteer engagement should be specified in the Contract on Volunteering.

The most popular programmes of a long-term volunteering for the young are programmes of volunteering abroad. The European Voluntary Service (EVS) has functioned till the end of 2018, within the European Union programme for the young, Erasmus+. Further on, the European Solidarity Initiative was launched on 2 October 2018 - a new independent programme that allows young people to volunteer and work on projects in their countries or abroad that benefit communities and people across Europe.

The current status of Serbia in the European Initiative for Solidarity implies possibilities:

- that organisations from Serbia become partners in voluntary projects and send young people to short-term and long-term activities, as well as to host

³ Закон о волонтирању дефинише да „волонтирање може да обавља лице које има најмање 15 година живота”, уз писмену сагласност родитеља или старатеља. Лице млађе од 15 година може бити укључено у обављање васпитно-образованих волонтерских активности, у складу са прописима о образовању и васпитању.

- the young from the countries that are full-fledged participants in the ESC programmes on short-term and long-term voluntary activities;
- that organisations from Serbia can apply and receive a Quality Label and fulfil the precondition for participation in the ESC if they meet the quality requirements. Furthermore, organisations from Serbia are also valued for their existing European Voluntary Service within the Erasmus + Programme as an equivalent to Quality Label;
 - that young people from Serbia volunteer in the countries participating in the programme (EU), then in EFTA countries, Turkey and Macedonia;
 - that young people from full-fledged countries participating in the ESC (EU countries) can volunteer in Serbia.⁴

4.4. VOLUNTARY CAMPS

Voluntary camps are one of the most widespread forms of volunteering. The first, peacekeeping one, was held in Verdun, France, in 1920, with young participants from France and Germany.

The camps are usually organised as international volunteer camps, which bring together volunteers from different countries with the aim of getting to know one another through common work, with the local community and its culture, customs and language, thus working to solve local problems.

The camps usually last from two to four weeks, gather groups of five to twenty-five volunteers, with one to three leaders.

The camp includes:

- work;
- study part of the work;
- entertainment.

The camp is operated for 6 hours optimally. Volunteers make a working agreement that determines the work dynamics in agreement with the leader of the camp.

The topics of camps are various - environmental protection on the Danube beaches; working at a centre for children with disabilities; implementing festivals in Iceland, etc. Camps could be divided into several categories:

1. Art, culture, local history
2. Environmental protection, ecology and sustainable development
3. Work with children and teenagers

⁴ From the Tempus Foundation - National Erasmus + Agency Serbia website (<https://erasmusplus.rs/esc/>)

4. Work with people with disabilities
5. Peace camps
6. Sport and recreation
7. Intergeneration solidarity

The study part of the camp may include a presentation by an organisation or local partner and/or workshop on a specific topic. Inevitable part of a camp is entertainment. Sports activities, karaoke, language learning and city tours are most often organised and before each visit to an international camp, participants should prepare something to represent their country, to bring something that characterises it: a dish, a recipe, an instrument, etc.

Volunteers are supplied with accommodation and food in camps and excursions are possible. The description of the camp offers all the basic information, such as: arrival to the camp site, work, language, number of volunteers required.

Volunteers in camps cook their own food and provide accommodation in tents, schools, halls, dorms or lodges.

4.5. LOCAL VOLUNTARY SERVICE

The local voluntary service provides information, builds capacities and provides necessary resources for volunteer development and voluntary programmes at the local level. On one hand, the service takes care of volunteers' interests, and on the other hand the needs of volunteer organisers.

The local voluntary service gives contribution to positive changes in society through implementing quality and organised work with volunteers.

Local voluntary service:

- creates and implements local volunteer activities based on identified community needs and potential programme beneficiaries,
- gathers volunteers, forms a database of programmes and volunteers, provides their preparation, additional education, supervision, monitoring and evaluation, as well as the legality of volunteer engagement,
- makes a balance between supply and demand for volunteers - the public is often poorly informed about volunteering opportunities, so organisations and institutions are challenged to find volunteers,
- raises the capacities of public institutions and associations with the aim of establishing a unique and organised approach when working with volunteers,

- promotes and upgrades volunteering and works on developing volunteer policies and supports measures in cooperation with local authorities.

Novi Sad Voluntary Service is the local voluntary service of the City of Novi Sad.

5. CHALLENGES IN THE DEVELOPMENT OF VOLUNTEERING IN THE LOCAL COMMUNITY – THE EXPERIENCE OF THE NVS

5.1. VOLUNTEERING IN THE SOCIAL CONTEXT

The context of voluntary work in Serbia is accompanied by a multitude of stereotypes and prejudices that diminish its importance and value, and the terms volunteer and volunteerism are often easily understood. For that reason, one of the tasks of the local volunteer service is to promote the value of volunteering in order to recognise and socially value volunteers, or to acknowledge their work and importance.

The Novi Sad Voluntary Service (NVS) seeks to organise regular consultations with institutions and associations and identify their activities that require the involvement of volunteers.

An important task of the local volunteer service, on which the NVS is also working, is to create a strategy for crisis volunteer management during engagements in possible crisis situations such as floods, earthquakes and other natural disasters. The development of volunteering in this domain aims at well organised and timely response to the sudden and unexpected needs of the community.

Based on user suggestions, NVS plans to create a special segment on its portal where voluntary services of experts (e.g. lawyers, translators, psychologists, etc.) i.e. ‘volunteers-experts’ would be presented. These would be available and advertised, and complement the ‘volunteer offers’ in this way.

5.2. OPENNESS OF INSTITUTIONS, ORGANISATIONS AND ASSOCIATIONS TO VOLUNTARY WORK

A great challenge for the development of volunteering in the local community is the extent of willingness of institutions to cooperate, organisations and associations for voluntary work, or the willingness to engage in its organisation. One of the potential reasons for this situation is the system complexity of large institutions, which causes difficulties in involving volunteers. The local voluntary service should include these institutions in its promotion programmes, present them the benefits of volunteering and encourage them to use the capacities they have, directing them to educate and improve their voluntary management skills.

The Novi Sad Voluntary Service fosters the practice of regular meetings with existing and potential local voluntary organisers and makes positive progress towards their sensitization.

Institutions, organisations and associations most often organise ad hoc volunteering in accordance to the actual need. Few are those who have a continuous volunteering programme, so this issue needs a special attention also.

5.3. NETWORKING OF ALL PARTICIPANTS IN THE LOCAL COMMUNITY

Networking locally and internationally, inter-sectorial cooperation, as well as networking of volunteers from different organisations is also extremely important for the local voluntary service to achieve its goal.

The importance of good involvement of all stakeholders in the field of volunteering is especially evident in situations where the mobilisation of a large number of volunteers is necessary - e.g. ad hoc volunteering in crisis situations, in situations where there is a lack of compliance with certain procedures (e.g. procedures for cleaning the green area in front of the building), and is also important in recognising local community needs for volunteer staff and voluntary programmes.

The Novi Sad Voluntary Service was created on the initiative of two organisations and continued with the successful gathering and networking of associations, organisations and institutions in Novi Sad that organise, assist or have a need and interest in voluntary programmes.

5.4. DIFFERENT AGE AND OTHER CATEGORIES OF VOLUNTEERS

In order to animate and involve as many persons as possible from different social groups in volunteer activities (e.g. retirees, families with children, the unemployed), it is necessary to match their needs and specificities with all relevant elements of volunteer management - from programme planning, promotion, motivation, training, to evaluation and recognition of volunteer work.

5.5. ANNEX

5.5.1. FORMS FOR VOLUNTEER POSITION

Example 1.

NAME OF VOLUNTARY POSITION	YOUNG PEOPLE, GREAT WORK
NUMBER OF REQUIRED VOLUNTEERS	20
ORGANISER OF VOLUNTEERING	'OPENS – EUROPEAN YOUTH CAPITAL NOVI SAD 2019'
PLACE OF VOLUNTARY ENGAGEMENT	NOVI SAD - TRG SLOBODE
ENGAGEMENT DURATION - FORM	28 JUNE 2019, 6 P.M. – 10 P.M. 29 JUNE 2019, 6 P.M. – 12 A.M. (OPTIONALLY EVEN AFTER MIDNIGHT) 30 JUNE 2019, 6 P.M. – 10 P.M. (IMPLEMENTATION OF THE QUIZ)
VOLUNTEER AGE	18 – 30 YEARS
OBJECTIVE/PURPOSE OF VOLUNTARY ENGAGEMENT	SUPPORT FOR THE IMPLEMENTATION OF THE EUROPEAN YOUTH CAPITAL NOVI SAD 2019 PROGRAMME THROUGH VOLUNTARY ENGAGEMENT IN THE LARGEST MULTIMEDIA OUTDOOR QUIZ.
DESCRIPTION OF VOLUNTARY ACTIVITIES – DUTIES AND RESPONSIBILITIES	VOLUNTARY POSITION PROVIDES TWO GROUPS OF ACTIVITIES: 1. VOLUNTEER PROMOTER PROMOTING A QUIZ IN THE CITY CENTRE VIA TABLET COMPUTER IN THE SQUARE, INTRODUCING CITIZENS TO THE EVENT. 2. VOLUNTEER IN ACTION SUPPORTING QUIZ PARTICIPANTS TO USE THE APPLICATION, NETWORKING AND CLARIFYING TERMS OF PARTICIPATION

QUALIFICATIONS REQUIRED (SKILLS AND KNOWLEDGE)	TO BE COMMUNICATIVE, SOCIABLE, RESOURCEFUL, RESPONSIBLE AND INTERESTED IN PARTICIPATING IN THE LARGEST MULTIMEDIA OUTDOOR QUIZ.
EXPECTED RESULT OF VOLUNTEER ENGAGEMENT	NEW KNOWLEDGE, ACQUAINTANCES AND SKILLS ACHIEVED, SUCCESSFULLY IMPLEMENTED EVENT IN A GOOD ATMOSPHERE.
VOLUNTEER COORDINATION TEAM	NAME AND SURNAME OF THE VOLUNTEER COORDINATOR, TELEPHONE NUMBER AND E-MAIL ADDRESS.
WHAT DO VOLUNTEERS GET?	- PREPARATORY MEETING BEFORE IMPLEMENTATION - NEW QUIZ-EXPERIENCE AND NEW ACQUAINTANCES - NEW KNOWLEDGE - REFRESHMENTS DURING THE ENGAGEMENT - PROMOTIONAL MATERIAL
APPLICATIONS	APPLICATION DEADLINE IS NO LONGER THAN MONDAY 24 JUNE 2019 UNTIL 12 A.M. VIA www.nvs.rs/ponuda-mladi-ljudi-velika-dela-kviz-opens

Selected volunteers will be timely invited to the preparatory meeting before the ‘Management of Creative District – Youth Creative District’) and the ‘Svilara’ Cultural Station Conference. All terms used in this document in the masculine gender cover the same terms in the feminine gender.

Example 2.

NAME OF THE VOLUNTEER POSITION	YOUTH CREATIVE DISTRICT
NUMBER OF REQUIRED VOLUNTEERS	11
VOLUNTEER ORGANISER	‘NOVI SAD 2021- EUROPEAN CAPITAL OF CULTURE’, COMMUNICATION DEPARTMENT
PLACE OF VOLUNTEER ENGAGEMENT	NOVI SAD FILIPA VIŠNJIĆA STREET NO. 2A, PAVLA STAMATOVIĆA STREET, ANTONA ČEHOVA STREET NO. 4
DURATION OF THE ENGAGEMENT – FORM	23 – 25 OCTOBER 2018 5-6 HOURS A DAY, PRECISE TIME WILL BE DEFINED AT THE PREPARATORY MEETING
VOLUNTEER AGE	16+
OBJECTIVE/PURPOSE OF THE VOLUNTEER ENGAGEMENT	VOLUNTEER SUPPORT WILL ASSIST THE ‘NOVI SAD YOUTH CREATIVE DISTRICT - WHAT AND HOW?’ CONFERENCE, WHICH AIMS TO FIND THE MOST APPLICABLE MODEL OF CREATIVE MANAGEMENT OF THE YOUTH CREATIVE DISTRICT AS THE BEGINNING OF DEFINING GUIDELINES FOR THE DEVELOPMENT OF A CITY DOCUMENT FOR MANAGING IT. THE OPENING CEREMONY OF THE ‘SVILARA’ CULTURAL STATION WILL BE HELD WITHIN THE CONFERENCE.

DESCRIPTION OF VOLUNTEER ACTIVITIES - DUTIES AND RESPONSIBILITIES	POSITIONS ARE DIVIDED INTO 2 GROUPS: 1. HOUSEHOLD – GUEST LIST, PROTOCOL, STAGE ASSISTANCE 2. LOGISTICS – SPACE AND TECHNICS PREPARATION
NECESSARY QUALIFICATIONS (SKILLS AND KNOWLEDGE)	THE ADVANTAGE IS KNOWLEDGE OF THE ENGLISH LANGUAGE, PLEASANT COMMUNICATION, UP-TO-DATE DURING IMPLEMENTATION OF EVENTS, COMMUNICATIVE AND CHEERFUL VOLUNTEER SPIRIT.
EXPECTED RESULTS OF VOLUNTEER ENGAGEMENT	PLEASANT ATMOSPHERE THROUGHOUT THE CONFERENCE, SUCCESSFULLY IMPLEMENTED CONFERENCE, SUCCESSFUL OPENING OF THE ‘SVILARA’ CULTURAL STATION.
SUPERVISOR – CONTACT PERSON	NAME AND SURNAME OF THE VOLUNTEER COORDINATOR, TELEPHONE NUMBER AND E-MAIL ADDRESS
WHAT DO VOLUNTEERS GET?	- PREPARATORY MEETING BEFORE IMPLEMENTATION - NEW EXPERIENCE AND ACQUAINTANCES - NEW KNOWLEDGE IN THE FIELD OF ARCHITECTURE HERITAGE OF THE YOUTH CREATIVE DISTRICT, EDUCATION ON ARCHITECTURE ASPECT OF IMPLEMENTATION - ATTENDING THE OPENING OF THE ‘SVILARA’ CULTURAL STATION - CERTIFICATE ON VOLUNTEER ENGAGEMENT - FREE PARTICIPATION IN TRAININGS WITHIN THE NOVI SAD VOLUNTEER SERVICE PROGRAMME
APPLICATIONS	APPLICATIONS ARE FILL OUT ON THE FOLLOWING LINK: https://www.nvs.rs/ponuda-divan-volonter

Selected volunteers will be invited in time to the preparatory meeting before the ‘Management of Creative Districts - Youth Creative District’ and the ‘Svilara’ Cultural Station’ conference. All terms used in this document in the masculine gender cover the same terms in the feminine gender.

Various literature and other sources of information were used during the writing of this Handbook. Nevertheless, most of the material for writing this Handbook was collected in the immediate establishment of the Novi Sad Volunteer Service.

The authors of this Handbook thank all the volunteers for making society better.

Seeking to promote volunteer work in Novi Sad,

Authors: Vojislav Prkosovački
Bojana Perić Prkosovački



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>olonterski
servis**