

Training curriculum for volunteers of social institutions

(with a focus on beneficiaries such as elderly, children living in foster care, addicts, homeless, disabled people and psychiatric patients)

1. Name of training: Training for volunteers of social institutions

2. The aim of the training:

- Understand the importance of the role volunteers play in the volunteer program of the SI
- Understand the structure of social institution, its volunteer program and different roles in volunteer program
- Capacitate volunteers to work with specific target groups (beneficiaries)

3. Target group of the training:

The training curriculum for volunteers of social institutions (SI) represents an educational programme aimed to people who want to become volunteers or are candidates for the volunteer programme of the social institution. It relies on the presumption that volunteers who are going to be involved in direct work with SI beneficiaries need to get additional knowledge and skills, apart from the topic of volunteering in general and about the social institution, on the specifics of working with SI beneficiaries. Participating in such an educational programme will give the volunteers (existing and future) basic competencies which will enable them to recognize beneficiaries needs and problems, methods of approaching and communicating and working with them.

Any person with an interest to become a volunteer in a social institution can be a participant in this training. Special attention should be paid to the national legal framework related to volunteering when involving volunteers in a volunteer programme. It should be kept in mind that involving people in the training and volunteering in the social sector requires emotional stability and maturity.

4. Defining the competencies that can be acquired during training:

General competencies:

- Ability to clearly communicate ideas and information

Specific competencies:

- Understanding the principles and values of volunteering
- Understanding the importance of the role volunteers play in the volunteer programme of the SI and in general
- Understanding the structure of social institution, its volunteer program and different roles in volunteer program
- Ability to work as a volunteer with specific target groups (beneficiaries)

5. Criteria for joining the training:

- Educational attainment: /
- Professional qualification: to be set up by SI if needed
- Previous professional experience: /
- Medical fitness: according to SI rules and physical accessibility
- Prior knowledge requirements: /

- Other conditions: interest in working with SI beneficiaries, personal characteristics such as flexibility, creativity, patience, consistency and responsibility

The basic criteria for joining the training consist of person's interest and motivation to volunteer in a social institution and willingness to take an active role in community. However, it is important to note two situations when additional criteria can be set by a social institution / trainers of SI in charge of the training or because of the legal regulations currently applied in a particular country in which the social institution acts. Firstly, a social institution / trainer can define additional criteria depending on the volunteer job position or if, for instance, the training represents part of the selection process of the SI volunteer programme (i.e. experience in working or volunteering with specific group of beneficiaries, specific qualification – psychologist, social pedagogue etc.). Secondly, legal regulations on volunteering can define criteria that should be met before someone starts to volunteer with a specific group of beneficiaries or depending on specific groups of people, future volunteers (i.e. minors, former addicts etc.). It should be noted, that even the basic criteria set for this training curriculum can be changed but than the training curriculum should be rearranged and adapted to the participants group in a way that each participant can actively participate in the training, its theoretical and practical parts.

6. Duration of the training:

- The proportion of theory / practice: 30% theory and 70% practice
- Theoretical Hours: cca. 3
- Practical Hours: cca. 6
- Total number of hours: minimum 9 hours

7. The curriculum units:

DAY 1

Unit title	Time allocated (minutes)	Aims of the unit	Learning outcomes After completing this unit, the participants should be able to.....	Content of each unit	No. of Theory lessons	No. of Practical lessons
1. Introduction to the training – 1 st day	40	<ul style="list-style-type: none"> - Present the trainer/s and participants of the training - Present the training and its structure - Explore participants expectations (and fears) - Present the training objectives and 1st day training plan 	<ul style="list-style-type: none"> - explain the training objectives and structure - acknowledge/recognize different participants of the training and its expectations (and fears) 	<p>Introduction to the training, trainer/s and participants</p> <p>Participants expectations (and fears)</p>	2	2
2. Introduction to volunteering	30	<ul style="list-style-type: none"> - Introduce the concept of volunteering to the participants - Present the main concepts: volunteer, volunteer involving organisation and beneficiary 	<ul style="list-style-type: none"> - define volunteering and the role volunteers play in a volunteer programme - define parties involved in volunteering – volunteers, volunteer involving organisation and beneficiaries 	<p>Concept of volunteering – definition, history</p> <p>Main actors involved in volunteering – volunteers, volunteer involving organisations and beneficiaries</p>	2	1

3. Rights and obligations of parties involved in the VP – legal perspective	40	<ul style="list-style-type: none"> - Introduce participants to the legislation in the field of volunteering - Present the rights and obligations of parties involved in a volunteer programme 	<ul style="list-style-type: none"> - list key volunteer's rights and obligations within the SI - define rights and obligations of volunteer involving organisations (SI) 	<p>Legal perspective of volunteering</p> <p>Rights and obligations of volunteers and volunteer involving organisations</p>	1	1
4. Motivation for volunteering and values of volunteering in SI	60	<ul style="list-style-type: none"> - Inform participants of different motivation of volunteers - Present the values and benefits of volunteering, with special focus to the social care sector 	<ul style="list-style-type: none"> - explain different motivational reasons for volunteering - acknowledge personal motives and wishes for volunteering - acknowledge the values and benefits volunteering brings to volunteers, organisations, beneficiaries and society as a whole 	<p>Motivation of volunteers</p> <p>Values and benefits of volunteering</p>	1	3
5. Non-formal evaluation of the 1st day training	10	<ul style="list-style-type: none"> - Ensuring the general evaluation of the 1st day training 	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - Evaluation of different aspects of the training 	0	1

DAY 2

Unit title	Time allocated (minutes)	Aims of the unit	Learning outcomes After completing this unit, the participants should be able to.....	Content of each unit	No. of Theory lessons	No. of Practical lessons
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6. Introduction to the training – 2 nd day	25	<ul style="list-style-type: none"> - Reflect on the topics of 1st day - Present the 2nd day training plan 	<ul style="list-style-type: none"> - outline the main topics of the 1st day - explain the training structure 	<p>Reflection on the 1st day</p> <p>Introduction to the 2nd day training</p>	0	1
7. Introduction to the Social Institution and its volunteer programme	60	<ul style="list-style-type: none"> - Introduce participants to the SI – its vision, objectives, beneficiaries, services, history - Present the volunteer programme of the SI – past, present and future - Present the SI experience in working with volunteers – main achievements and challenges 	<ul style="list-style-type: none"> - describe the specifics of the social institution and its services/activities available to beneficiaries - explain the aim and content of crucial documents relevant for volunteers work in the SI (volunteering policy of SI, ethical code, principles of work etc.) 	<p>Introduction to the social institution and its work</p> <p>Volunteer programme of the social institution</p> <p>Social institution experience with volunteers</p>	2	1
8. Different roles in the volunteer programme of the SI	30	<ul style="list-style-type: none"> - Present the main actors in the volunteer programme of the SI - Explain the main differences of volunteers and other SI staff roles - Present the volunteer job descriptions within the SI 	<ul style="list-style-type: none"> - distinguish key roles in the volunteer programme of the SI (volunteer manager, volunteer guide, other staff and other volunteers) - compare rights, obligations and responsibilities of volunteers within their volunteer job description and other SI staff 	<p>Key actors involved in the SIs volunteer programme</p> <p>Different roles in the SIs volunteer programme</p>	1	2

9. Direct work with SI beneficiaries	90	<ul style="list-style-type: none"> - Present the main characteristics and behaviours of SI beneficiaries - Introduce participants to the main problem situations and main approaches in working with SI beneficiaries - Present the main challenges in working with SI beneficiaries 	<ul style="list-style-type: none"> - describe key characteristics and behaviours of SI beneficiaries - identify different approaches to beneficiaries depending on their needs and different situations (tension, sadness, panic attacks, conflict with other beneficiaries etc.) - acknowledge the main challenges in working directly with SI beneficiaries - 	<p>Characteristics and behaviours of SI beneficiaries</p> <p>Approaches in working with SI beneficiaries</p> <ul style="list-style-type: none"> - Challenges in working with SI beneficiaries 	1	1
10. Formal evaluation of the training	20	<ul style="list-style-type: none"> - Ensuring the general evaluation of different training aspects and participants expectations 	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - Evaluation of different aspects of the training 	0	1

8. Methods and tools used in the training:

During the educational program, a participatory and interactive approach (a combination of theory and experiential learning adapted to the principles of adult learning) will be used through each day of the training. Using this kind of approach a trainer ensures that all participants have a safe environment for work, are motivated and active participants, and secures transparency in work. Different techniques and methods are used during the training including: short and clear presentations, different simulations – role playing, work on case studies and different group and individual techniques and methods. The training constantly provides an environment for mutual communication between trainers and participants, exchange of experiences and advice.

9. The minimum and maximum group size:

Because of its methodology, the training is designed for a minimum of 12 and a maximum of 20 participants. But, given the working conditions of each social institution, if a situation occurs where SI needs to prepare less than 15 participants (future volunteers), the curriculum itself can be adapted to this number of participants, but the methodology and duration of the training should be adjusted as well to the specific group of participants.

10. Performance evaluation system of the training:

Participants evaluation: The training itself doesn't include an individual performance evaluation, such as final examinations and its rating because it is developed as a basic training for existing or future volunteers of the SI. As part of the participants' evaluation process done by trainers. A basic evaluation form for evaluating participants' active involvement in the training, their contribution to group and individual works will be part of the training. During the training trainers will have the possibility to observe and keep notes on each participant. In this way valuable information on participants – volunteers will be collected that can be potentially used further volunteers selection, training or mentoring.

Training evaluation: Each participant will have a chance to evaluate the training and its components through a questionnaire, which will include open and closed questions. One part of the questionnaire will be dedicated to the participant self-evaluation of acquired knowledge and skills.

11. Personnel requirements: • Theoretical teachers' qualifications • Practical training requirements:

The training curriculum itself is created for employees of social institutions who are involved in the development and implementation of the volunteer programme of the SI. Basic requirements for the delivery of this kind of training encompasses **a) theoretical qualifications:** knowledge on volunteering in general, knowledge on the legal regulations in the field of volunteering, management of volunteers and volunteer programme and knowledge on specifics of SI beneficiaries and **b) practical requirements:** experience in working with SI beneficiaries and experience in delivering different educational programmes (workshops, training etc.). Based on the training requirements a training should be delivered by two persons meeting both requirements. It is recognized from the experience in working with SI that one of the persons delivering the training can be a volunteer manager or a trainer, an expert in the field of volunteering, knowing also the functioning of the SI, and the other person can be a volunteer guide or other professional of SI that have experience in working directly with beneficiaries.