

IVY POLICIES

Integration Policy



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AEBR - AGEG - ARFE



Supervision and Problem-Solving

Volunteers and mentors are supported throughout the whole experience: we strive to be available and present for questions and problems, if any arise.

SUPERVISION POLICIES PROVIDED BY AEBR

AEBR supports volunteers and host organisations with administrative tasks, problem-solving and a dedicated help desk.

As the coordinating organisation, AEBR is responsible for the following measures:

- the preparation of administrative documents;
- monitoring all volunteering experiences through a mid-term individual call with each volunteer and the collection of a final report by volunteers and mentors;
- ensuring tailored support when needed (see below);
- the organisation of additional actions to integrate volunteers in European Territorial Cooperation.

SUPPORT AND SUPERVISION POLICIES TO BE PROVIDED BY THE HOST ORGANISATION

To guarantee support, the following main measures must be ensured:

- Regular support/supervision is available to each volunteer, both through the mentor and AEBR.
- Each volunteer must have a clearly identified mentor who is responsible for the day-to-day guidance of the volunteer, and who oversees the integration of the volunteer.

Within the host organisation, two persons should be identified to offer support to the volunteer: the mentor and the legal representative. Their role will be as follows:

MENTOR

The role of the mentor is to provide support, guidance, encouragement and information to the volunteer. The mentor will also supervise the volunteer during the deployment and be in daily contact with them. Their role is crucial in helping volunteers integrate both within the organisation and the local community, as well as to enable them to contribute to the organisation's mission.

Because the mentor is the main point of contact for the volunteer, the volunteer is to be integrated in the same department and/or working on the same project as their mentor.

LEGAL REPRESENTATIVE

This person is responsible for signing the volunteering agreement and amending it if needed. The legal representative oversees the general integration of the volunteer and is expected to offer additional support when needed. Additionally, the legal representative replaces the mentor in their absence from the office and should be available if difficulties between the volunteer and the mentor arise.

The mentor should be a different person than the legal representative. In exceptional cases and on a case-by-case basis, one person may serve as both mentor and legal representative.

The mentor is particularly important to provide support and guidance to volunteers. The mentor, as the main contact person for the volunteer in the host organisation, is expected to:

- help familiarise the volunteer with the environment of the organisation and of the project/programme they are involved in;
- assign the tasks to the volunteer and discuss the volunteer's contribution;
- provide feedback and guidance to the volunteer;
- listen actively and offer support to the volunteer in case of doubts or difficulties;
- arrange regular meetings to check in with the volunteer so as to ensure a strong and fruitful collaboration with them.

The volunteer will complement and supplement the work of the mentor. For this reason, the mentor must work in the same department and/or on the same project in which the volunteer is involved.



For additional support, especially if the volunteer is not comfortable discussing certain aspects with the mentor or the legal representative of the host organisation, volunteers are encouraged to contact AEER's team at ivy@aebr.eu.

Host organisations are expected to provide supervision and support to volunteers throughout their experience at the host organisation. This is key to a successful collaboration.

To offer support successfully, each host organisation participating in IVY is expected to implement the following measures:

- identify a mentor who is responsible for the volunteer;
- offer supervision and guidance to the volunteer;
- provide personal support during the learning process to the volunteer;
- help the volunteer integrate into the local community;
- ensure participation of the volunteer in training and evaluation activities.





Training and orientation

The IVY programme is based on the values of respect, equality, accessibility and inclusiveness. These policies will guide participants to guarantee these values throughout the whole experience.

POLICIES FOR TRAINING IMPLEMENTED BY AE BR

Before starting, each volunteer receives an Info Pack, a folder with significant information which will be useful to the volunteer during their experience. This includes general information about the European Union and Interreg, as well as guidelines and tips to guide them throughout the activity.

Additionally, the IVY team organises an extensive video call with the volunteers prior to their start. The main aim of this call is to get to know each other and make sure that the volunteers clear up any doubts about their assignment. The call is also an occasion to illustrate once more what Interreg is and to advise volunteers about their role in the host organisation, and how they can enhance the solidarity dimension of territorial cooperation.

POLICIES FOR TRAINING AND ORIENTATION BY THE HOST ORGANISATION

Specific training and orientation are expected to be provided by the host organisation, with the aim of helping the volunteer become familiar with the organisation and its work. It is important that the volunteer is involved in the working environment to enable them to become familiar with the host organisation.

Some measures that are helpful for the volunteer to gain confidence are:

- Welcome them and introduce them to key personnel in the office as well as to partners;
- Inform them about the organisation's history, mission, values and structure;
- Offer an overview of relevant policies of your organisation;
- Show them the office and inform them about your work procedures, including software and specific programmes used for basic work;
- Review the activities foreseen with them and clearly discuss the role and responsibilities of the volunteer and mutual expectations;
- Provide guidance on the specific Interreg project/programme the volunteer will be involved in, including introducing them to the partners, explaining the objectives of the programme/project, the state of play, etc;
- Offer specific task-related training.

We encourage mentors and host organisations to ensure a welcoming, informative and supportive environment for the volunteer to become familiar with your work. In turn, this will help the volunteer quickly adapt and contribute to your mission with confidence.



Equal opportunities and diversity



AEBR implements the Interreg Volunteer Youth programme in accordance with the principles of equal treatment, equal opportunities and non-discrimination. The volunteering programme promotes equality, welcomes diversity, and strives to be inclusive and accessible.

Specific measures guarantee that IVY's principles are met:

- To ensure equal opportunities, the volunteering programme is open to eligible candidates, regardless of their gender, race, religion, sexual orientation, or any other characteristic. The recruitment process is fair and transparent, open through our online portal and easily accessible. All candidates and volunteers are treated equally. To enable participation, each participant receives financial support and a contribution to travel costs, based on criteria applied to each participant equally.
- To foster diversity, the volunteering programme welcomes volunteers from diverse backgrounds and many nationalities. Where possible, some measures were introduced to make the programme flexible and adaptable to the needs of different volunteers.
- To grant inclusion and make the programme more accessible, extra resources have been made available to support additional requests, including support for language courses, and additional medical expenses and equipment for participants requesting tailored assistance (see details in the chapter 'Compensation, support and benefits'). Each volunteer also receives a full insurance package and training, both from AEBR as the coordinating organisation and the host organisation. AEBR strives to create an environment where everyone feels welcome and valued.

Requests in this sense can be sent to ivy@aebr.eu.





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