

## **Instructions and Announcements**

Directive number: 18.3 (Directive 3, Chapter 18, Bylaws and Rates)

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# **OPERATING OVERSEAS VOLUNTEERS**

## **1. General**

- 1.1 Thousands of volunteers from different countries worldwide come to Israel for different durations to work with the Israeli social services. These volunteers come for various motives, including ideological and humanitarian motives, with the desire to help and assist special populations.
- 1.2 The Ministry of Labor, Social Affairs and Social Services, finds an important contribution in the activity of the overseas volunteers in tasks for populations the Ministry handles, and considers them a human resource that helps the wellbeing and promotion of such populations. The Ministry acknowledges and appreciates the special relationships formed between the overseas volunteers and the Israeli population, in enhancing and establishing the interpersonal relations between the volunteers and the citizens of Israel.
- 1.3 This directive publishes the procedures and criteria in operating overseas volunteers in the Ministry's institutions and institutions under the Ministry's supervision, and manners of engagement.

## **2. Definitions**

- 2.1 **Overseas Volunteer** - a volunteer above the age of 18 on the day the volunteering begins, who holds foreign nationality, and acts to benefit others in Israel without salary.
- 2.2 **Organization** - a body that contacts the Volunteers abroad, before they come to Israel and when they perform the volunteer activity.
- 2.3 **Recipient Institution / Operating Body** - a non-profit institution, association, social services department and government institution.
- 2.4 **Coordinator** - Volunteering Office at the Ministry of Labor, Social Affairs and Social Services, coordinates between the Organization, Volunteer, Operating Institution and the Ministry of the Interior, for an Israeli entry and residence visa.

### **3. Goals**

- 3.1 Reinforcement and assistance to the professional apparatus of the social services in institutions outside the home and in the community to benefit populations with special needs, elderly, at-risk youth and children.
- 3.2 Reinforcement of the relations of the Israeli Government in activity with the various communities and global international organizations through the Ministry of Labor, Social Affairs and Social Services.
- 3.3 Help leverage the human potential to benefit people with special needs and weakened populations.
- 3.4 Improving the service provided to the population treated by social services.

### **4. Commitment of the Organization**

The Ministry will provide to the recruiting Organization the conditions set forth in Annex A and will act as follows:

- 4.1 Carefully review the candidates for placement in volunteer work in Israel and make sure they are in proper health and have no social behavioral problems that will limit them and harm their functioning.
- 4.2 Provide the Volunteers with full information of their rights and duties, as set forth in Section 5 below.
- 4.3 Complete an application questionnaire for the volunteer (Annex B) at least two months prior to the acceptance date, and submit it to the Overseas Volunteers Coordinator, Volunteering Office, Ministry of Labor, Social Affairs and Social Services.
- 4.4 Organize a preparation seminar to the Volunteers about their expected activity in Israel prior to their arrival to Israel or soon afterward, and guarantee additional seminars during their stay.

### **5. Commitment of the Volunteer**

The Volunteers should show respect and fairness and protect privacy when contacting the population under their care and will refrain from any activity that is inappropriate for social behavior. Details in the Instructions for Volunteers (Annex C).

- 5.1 The Volunteers will work five days a week and in total 35 weekly hours, while coordinating their activity with the institution's volunteers' coordinator.
- 5.2 The volunteers must participate in three seminars that will be organized for them during their stay in Israel (these days will not be considered annual vacation).

5.3 The Volunteers must notify the Institution two weeks in advance when taking a vacation. They should also notify the Institution of their whereabouts during the vacation.

## **6. Commitment of the Recipient Institution**

The Recipient Institution will act according to the “Instructions for the Recipient Institution” (Annex D):

- 6.1 Send information in English to the Volunteers before they arrive in Israel. The information will include the nature of the target activity, procedures related to their work and information about the close community and services provided in the Institution area.
- 6.2 The Institution will welcome the Volunteers upon their arrival to Israel and drive them there.
- 6.3 Compose a written agreement between the Volunteers and the Institution, defining the rights and duties of each of the parties, including maintaining the privacy and confidentiality of patients, non-distribution of information to any entity for political, religions and advocacy purposes. The agreement will include clarification to the Volunteer that they cannot work in Israel, and in such event would have to leave Israel.
- 6.4 Allow the Volunteers during the first three days after arrival to adjust to the location before starting their activity.
- 6.5 Train the Volunteers to bear the role designated for them, coordinate expectations of the Operating Institution and Volunteers.
- 6.6. A. The Institution will allow the Volunteers annual vacation according to the volunteer period:
  - Volunteering for 3 months - 5 vacation days.
  - Volunteering for 6 months - 10 vacation days.
  - Volunteering for 12 months - 22 vacation days.

B. It is stressed that the vacation days are in addition to 2 vacation days each week (only five working days).

C. The Institution will enable the Volunteers an additional two-day vacation on Christmas and two days on New Year’s.
- 6.7 The Institution will allow the Volunteers to miss activity when sick. If the Volunteers have to be absent more than three days due to illness, they would have to furnish a sickness certificate from a physician for the absence period.
- 6.8 The Institution will appoint a professional contact person to answer the Volunteers’ questions, take care of them and be responsible to their wellbeing.
- 6.9 The Volunteers should be considered a member of the staff and provided with professional instruction and counseling.

- 6.10 The Volunteers should be allowed to participate in three seminars, as well as in tours of Israel, social conventions of the employees and volunteers staff, lectures and activity in the adjacent community.
- 6.11 The Ministry will provide a certificate of end of service, noting the Volunteer's contribution to the Institution. This certificate will include the volunteering duration in English, or in the language of the Volunteer's country of origin (Annex E).
- 6.12 Whenever Volunteers leave, whether at the end of the volunteering period or earlier, the Coordinator for Overseas Volunteers in the Ministry of Labor, Social Affairs and Social Services should be notified within one week from the departure date.
- 6.13 The Institution will make sure to provide the regular living conditions:
- A. Suitable sleeping accommodation.
  - B. Three meals each day.
  - C. Financing travel expenses of the Volunteers from the airport to the volunteering location and payment of public transport expenses from the residence to the volunteering location.
  - D. Option for laundry in the location.
  - E. Pocket money, according to the updated rate.
  - F. Insuring the Volunteers under the National Insurance Law (this service is free of charge through the Volunteering Office - Annex F).
  - G. Teaching the Hebrew language inside or outside the Operator.

## **7. Manners of Volunteer Application**

### **7.1 Through organizations**

- A. Volunteer referral may take place by an organization that meets the following conditions:
  - Recognized NGO in the country of origin.
  - Holds a Certificate of good governance in the country of origin.
  - The organization will declare that the volunteers sent by it will not participate in political demonstration and will not deal in missionary activity during their volunteer period.
- B. Application to the Volunteering Office in the Ministry of Labor, Social Affairs and Social Services with an application form, submitted no later than two months prior to the date of arrival to Israel (Annex G - Application form including organization's declaration and Annex B for each Volunteer).
- C. The Volunteering Office will reply with a reasoned response to the organization, approving or denying the application (Annex H).

## 7.2 Through the Recipient Institution

- A. Volunteer referral may take place by institutions that belong to and/or are under the supervision of the Ministry of Labor, Social Affairs and Social Services.
- B. Referral will be made using Overseas Volunteers Placement Form in Home/Institution (Annex I) to the Volunteering Filed in the Ministry of Labor, Social Affairs and Social Services. Volunteers should not be confirmed without prior coordination with the Volunteering Office.
- C. The Institution's application will be inspected according to the Institution's need, fit of the volunteers and fit of the task to the purpose of operating the volunteers as determined in this Directive.
- C. The Volunteering Office will reply with a reasoned response to the Recipient Institution, approving or denying the application (Annex J).

## 7.3 Direct application by a Volunteer

The application can be made directly to the Volunteering Office in the Ministry of Social Affairs and Social Services. The application will be made using an Application Form for Volunteer (Annex B) together with the documents detailed in Section 8.3 below.

## 8. Receiving the Volunteer in Israel

### 8.1

- A. A Volunteer will not begin the volunteer work before receiving approval from the Volunteering Office. In case of direct application by a Volunteer, the Coordinator will reply with a request to attach the following documents (Annex K).
- B. The Volunteering Office will reply with a reasoned response to the Volunteer, approving or denying the application (Annex L).

8.2 Only those who are above 18 years old, have no criminal record and are in good health can be confirmed as Volunteers.

8.3 An application to volunteer under Section 7.1 or 7.2 or 7.3 will be inspected only if attached with the following documents:

- A. Passport copy of the volunteer candidate.
- B. Confirmation of good health from a recognized medical institution in the country of origin.
- C. Certificate of good standing (translated into English), verified and apostilled, that the Volunteer has no criminal convictions, to be provided to the supervisor under the Supervision over Institutions Law.
- D. Non-disclosure undertaking (Schedule M).
- E. Volunteers arrive to Israel with volunteer status (B4) after application of the Recipient Institution to the Ministry of the Interior, together with a recommendation of the Volunteering Office.

Only in extraordinary cases that are approved in advance, a candidate for volunteering coming to Israel as a tourist (B2) may change status to volunteer (B4).

## **9. Extending/Shortening/Changing the volunteering period**

- 9.1 Volunteers who are unhappy about the Institution to which they were assigned, or if the Recipient Institution is unhappy about the Volunteer, may change volunteer location. Location may be changed up to two times during the volunteering period.
- 9.2 Volunteers who would like to extend their period of volunteering in Israel will apply through the Recipient Institution to the Volunteering Office approximately one month before the end of the volunteering period. The Volunteering Office will provide a recommendation to the Recipient Institution, that will be sent together with the recommendations to the Ministry of Interior to extend the visa.
- 9.3 In case a Volunteer, during his volunteering period, shows no interest and refuses any suggestion, the Recipient Institution will notify the Volunteering Office that the volunteering is terminated. The Volunteering Office will notify the Ministry of Interior and the sending Organization, and from that moment the Institution and the Volunteering Office will remove any responsibility with respect to the Volunteer.

## **10. Inspection**

The Ministry of Labor, Social Affairs and Social Services will verify the implementation of this Directive by its supervisors and employees of the Internal Inspection Office.