

# דווקא עכשיו

## להתנדב!

הרשות להתנדבות ישראלית



## Checklist for volunteering using virtual channels

Dear volunteer! Thank you for your willingness to volunteer during this complex and challenging time. The spread of the Coronavirus brings with it a new challenge - volunteering through online channels! This may be a first experience for you. Therefore, we want to equip you with some online and digital means of volunteering.



You have been given a new role, in the virtual space. Refresh and orient yourself! Before you begin, please ask yourself: Is your current job definition clear to you? Do you understand the task and what you are being asked to do? If not, contact your volunteer supervisor for further instructions.



Prepare a comfortable, quiet workspace for your volunteer work. Make sure that you have a comfortable chair and that there are no background noises that may affect your ability to perform your job optimally.



Make sure you are prepared in terms of the necessary technology. This includes having a reliable internet connection and all the technological tools needed to perform your job. If you are not aware of or familiar with the necessary technological tools, ask for guidance or assistance from your volunteer supervisor.

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When volunteering from home, you may feel there is no clear framework. The boundaries between volunteering and daily life may become blurred. Therefore, we recommend that you create a clear framework for your volunteering. Decide on days and times that you will set aside for completing your volunteer tasks, and stick to this.



If you experience any technical difficulties during your volunteer work, please inform your volunteer supervisor and ask how to contact a technical support person to assist you. If you encounter any other difficulties in performing your job, it is important to inform your volunteer supervisor about them as well.



It is important that during your online volunteer work, you adhere to all of the professional, ethical, and behavioral guidelines of the organization that you represent. In any activity that you perform, even if it is done from your home, you are acting as an ambassador of the organization. Adherence to protocols is essential, even during this period.



It is easy to feel isolated and lonely when you volunteer from home. During your volunteer work, you may be alone in front of your computer screen, but you are probably working in parallel with many other volunteers. Ask your volunteer supervisor to set up a shared online space where volunteers can share their experiences, consult with each other, and feel that you are all part of a team working together.



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The role you perform using online channels is important and meaningful! Sometimes you may feel that such a role is less important, because of the lack of visibility. It is essential to ask the volunteer supervisor for feedback so you can make sure you understand the metrics for success in your job, and see how your work is valuable to the organization and its beneficiaries.



Have you finished volunteering for today? Wonderful! Write a short report to your volunteer supervisor about what you did today. It is recommended that you use previously agreed-upon reporting means, such as an online form, email, or WhatsApp. Take into account that your supervisor receives many reports and may take some time to respond. Communication and updates are important, especially during virtual, remote, and online volunteering.

## Good luck with your volunteering and thank you for your contribution!

For more information visit us at:  
[www.ivolunteer.org.il](http://www.ivolunteer.org.il)

This tool was developed by the Israeli Volunteer Council