



The State of Israel / The Ministry of Labor and Social Affairs

DIRECTIVES AND NOTICES

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The Placement of Volunteers from Overseas

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1. General

- 1.1 Thousands of volunteers work under the auspices of the social services in Israel, who come from various countries all around the world, for different periods of time. These volunteers come for a variety of reasons, including ideological and humanitarian reasons, based on a desire to help and to provide assistance to the various special populations.
- 1.2 The Ministry of Social Affairs and Services considers these activities of the overseas volunteers to be an important contribution in performing tasks for the various populations that the Ministry handles, and it views them as a human resource which is conducive to the social well-being and advancement of the various special populations. The Ministry recognizes and holds in high esteem the special connection that is formed between the volunteers who come from overseas and the population in Israel and the strengthening and deepening of the interpersonal relationships between the volunteers and the citizens of the State of Israel.
- 1.3 This Directive sets forth the procedures and the criteria for the placement of overseas volunteers, within the Ministry's institutions and at institutions that are under the Ministry's supervision, and the methods of their contractual engagement.

2. Definitions

- 2.1 **"Overseas Volunteer"** – A volunteer who has attained the age of 18 years on the date of commencement of the volunteer work, who



has foreign citizenship and who is acting for the benefit of others in Israel, without receiving any remuneration.

- 2.2 **“Organization”** – A body that makes contact with the Overseas Volunteers, prior to their arrival in Israel, and during their stay in Israel, in the course of their volunteering work.
- 2.3 The **“Receiving Institution” / the “Placing Institution”** – A non-profit organization, an Amuta, the Department of Social Services and a government institution.
- 2.4 **“Coordinator”** – The Ministry of Social Affairs and Services, through the Unit for Volunteer Services, which coordinates the connection between the Organization, the Volunteer, the Placing Institution and the Ministry of the Interior, for the entry and residence visa in Israel.

3. **Objectives**

- 3.1 To provide reinforcement and assistance for the professional system of the social services, in frameworks outside the home and within the community, for the benefit of populations with special needs, the elderly, children and youth at risk.
- 3.2 To strengthen the ties of the government of Israel, in activities with the various populations and with international organizations all around the world, through the Ministry of Social Affairs and Services.
- 3.3 To provide assistance in leveraging the human potential, for the benefit of people with special needs and the weaker populations.
- 3.4 To improve the service that is provided to the population being handled by the social services.

4. **The Organization’s Commitment**

The Ministry will transfer to the recruiting organization the terms and conditions set forth in Appendix A, and it will act as set forth below:

- 4.1 It will conduct a thorough examination of the candidates for placement in volunteer work in Israel and it will ascertain that they are in good health and that they do not have any social or behavioral problems that could restrict them and that could adversely affect their functioning.



- 4.2 It will transfer full information to the Volunteer with respect to rights and obligations, as shall be set forth in Section 5 below.
- 4.3 It will fill in an application form for the Volunteer (Appendix B), at least two months prior to the date of acceptance, which will be submitted to the Coordinator of Overseas Volunteers in the Unit for Volunteer Services of the Ministry of Social Affairs and Services.
- 4.4 It will organize a preparation seminar for the Volunteers regarding the activities expected for them in Israel, prior to their arrival in Israel, or shortly after their arrival, and it will arrange additional seminars, during their stay in Israel.

5. **The Volunteer's Commitment**

The Volunteer is required to show an attitude of respect, fairness and the protection of personal privacy, in his/her dealings with the population that s/he is handling and also to refrain from any activities that are not in keeping with appropriate social conduct. Details of the briefing to the Volunteer (Appendix C).

- 5.1 The Volunteer will work for five days a week, amounting to a total of 35 hours per week, while coordinating his activities with the Volunteer Coordinator in the institution.
- 5.2 The Volunteer is required to participate in three seminars that will be arranged for him/her during the time of his/her stay in Israel (these days will not be counted as annual vacation).
- 5.3 The Volunteer is required to inform the institution in advance, prior to taking vacation. In addition, s/he is required to inform the institution of his/her exact whereabouts during his/her vacation time.

6. **The Commitment of the Receiving Institution**

The Receiving Institution shall act pursuant to what is set forth in the "Briefing to the Receiving Institution" (Appendix D):

- 6.1 It will send information in English, to the Volunteer, prior to his/her arrival in Israel. The information will include the nature of the target population, procedures pertaining to his/her work and information on the nearest community as well as the services that are provided in the region of the institution.



- 6.2 It will arrange for the Volunteer to be met when s/he arrives in Israel, by a representative of the institution, who will transport the Volunteer to the institution.
- 6.3 It will prepare a written agreement between the Volunteer and the institution, which will define the rights and obligations of each one of the parties and, in general, the protection of personal privacy and confidentiality with respect to the case being handled by the Volunteer. The agreement will prohibit the distribution of the information to any entity for political, religious or propaganda purposes. Pursuant to the agreement, it will be clarified to the Volunteer that s/he may not work in Israel, and should s/he do so, s/he will be required to leave the country.
- 6.4 To allow the Volunteer, during the period of his/her first three days after arriving, to settle in, before beginning to work.
- 6.5 To train the Volunteer to perform the position expected of him/her and to clarify the expectations of the Placing Institution and of the Volunteer.
- 6.6
 - a. The institution will allow the Volunteer annual leave in accordance with the length of his/her volunteering service:

Volunteering service of three months – 5 days of vacation.

Volunteering service of six months – 10 days of vacation.

Volunteering service of one year – 22 days of vacation.
 - b. It should be emphasized that the vacation days are in addition to the two vacation days each week (the Volunteers work a 5-day week only).
 - c. In addition, the institution will allow the Volunteer additional vacation, lasting for two days on Christmas and two days at the beginning of the civil New Year.
- 6.7 The institution will allow the Volunteer to be absent from activities if s/he is sick. If the Volunteer needs to take sick leave of more than three days, then he/she is required to provide a doctor's certificate with respect to the period of absence.
- 6.8 The institution will appoint a professional contact person, who will provide answers to the Volunteer's questions, who will look after



the Volunteer and who will be responsible for the Volunteer's well-being and safety.

- 6.9 The Volunteer should be treated as a member of the team, and he/she should be given professional guidance and advice.
- 6.10 The Volunteer should be allowed to participate in three seminars and, in addition, field trips all around Israel, social gatherings of the staff of employees and the Volunteers, lectures and events within the local community.
- 6.11 The Ministry will provide a certificate of completion of service, while specifying the Volunteer's contribution to the institution. This certificate will specify the period of the volunteer service in English or in the language of the Volunteer's country of origin (Appendix E).
- 6.12 Upon the departure of any Volunteer, whether upon the completion of the volunteer service period or prior to the completion thereof, it is necessary to notify the Coordinator of Overseas Volunteers of the Ministry of Social Affairs and Services, within one week from the date of the departure.
- 6.13 The institution will ensure the provision of the day-to-day living conditions:
- a. Appropriate accommodation.
 - b. Three meals a day.
 - c. The financing of the Volunteer's travel expenses, from the airport to the place where the Volunteer will be volunteering and payment of public transportation expenses from the Volunteer's place of residence to the place where the Volunteer will be volunteering.
 - d. The possibility of doing laundry on the site.
 - e. Pocket money, in accordance with a tariff that is updated from time to time.
 - f. Volunteers' Insurance, pursuant to the National Insurance Law (this service is without payment through insurance with the Unit for Volunteer Services of the Ministry of Social Affairs and Services – Appendix F).
 - g. Hebrew language studies, either within the institution or outside the institution.

7. **Methods of Volunteer Applications**

7.1 **Through Organizations**



- a. The referral of Volunteers can be done by an Organization that satisfies the following conditions:
 - A recognized non-profit organization in the country of origin.
 - An entity that bears certification of proper administration in the country of origin.
 - The Organization will declare that the Volunteers who are being sent by it will not participate in political demonstrations and will not be involved in missionary activities (I believe that it would be appropriate to insert a definition as to what missionary activities are), during their period of volunteer service.
- b. An application to the Unit for Volunteer Services of the Ministry of Social Affairs and Services at the Ministry of Social Affairs and Services, on an application form, that will be submitted not later than two months prior to the date of arrival in Israel (Appendix G – an application form that includes the Organization's declaration and Appendix B for each Volunteer).
- c. The Unit for Volunteer Services of the Ministry of Social Affairs and Services will send a well-reasoned reply to the Organization and it will either approve or reject the applicant's application (Appendix H).

7.2 Through the Receiving Institution

- a. The referral of Volunteers can be done by institutions which belong to the Ministry of Social Affairs and Services and/or which are under the supervision of the Ministry of Social Affairs and Services.
- b. The referral shall be done on the Form for the Placement of Overseas Volunteers at Homes /at Institutions (Appendix I), for the Unit for Volunteer Services of the Ministry of Social Affairs and Services. No volunteers will be accepted without prior coordination with the Unit for Volunteer Services of the Ministry of Social Affairs and Services.
- c. The institution's application will be examined in accordance with the institution's requirements, the suitability of the Volunteers and the suitability of the task, for the purpose of the placement of the Volunteers, as set forth in this Directive.



- d. The Unit for Volunteer Services of the Ministry of Social Affairs and Services will send a well-reasoned reply to the Receiving Institution and it will either approve or reject the application (Appendix J).

7.3 Direct Application by the Volunteer

The application can be made directly to the Unit for Volunteer Services of the Ministry of Social Affairs and Services. The application will be made on the Application Form for a Volunteer (Appendix B) together with that set forth in Section 8.3 below.

8. Receiving the Volunteer in Israel

- 8.1
 - a. The Volunteer will not commence the volunteer work before receiving approval from the Unit for Volunteer Services of the Ministry of Social Affairs and Services. In the event of a direct application by the Volunteer, the Coordinator will reply with a request for the attachment of the following documents (Appendix K).
 - b. The Unit for Volunteer Services of the Ministry of Social Affairs and Services will send a well-reasoned reply to the Volunteer and it will either approve or reject the application (Appendix L).
- 8.2 Only persons who have attained the age of 18 years, who do not have a criminal record and who are in good health will be accepted as volunteers.
- 8.3 An application to volunteer pursuant to Section 7.1 or 7.2 or 7.3 will be examined only when the following documents are attached:
 - a. A photocopy of the passport of the candidate for the volunteer service.
 - b. Confirmation of good health, from a recognized medical institution in the country of origin.
 - c. A certificate of good standing (translated into English), certified and verified by an apostille and pursuant to which the Volunteer has no criminal convictions, and it shall be transferred to the supervisor pursuant to the Supervision of Homes Law, 5725-1965.
 - d. An undertaking to maintain confidentiality (Appendix M).
 - e. Volunteers arrive in Israel with the status of a volunteer B4 visa, after an application by the Receiving Institution to the



Ministry of the Interior, upon the recommendation of the Unit for Volunteer Services of the Ministry of Social Affairs and Services.

In exceptional cases only, which shall be approved in advance, concerning a candidate for the volunteer service who has arrived in Israel with the status of a tourist (with a B2 Visa) – the candidate's status will be changed to that of a volunteer (with a B4 Visa).

9. **Extension/Shortening/Modification of the Period of Volunteer Service**

- 9.1 In the event of a Volunteer who is not satisfied with the institution in which s/he has been placed, or in the alternative, in the event that the Receiving Institution is not satisfied with him/her, it will be possible to arrange an alternative placement for him/her. Finding an alternative placement is possible no more than twice during the period of the volunteer service.
- 9.2 A Volunteer who wishes to extend his/her period of volunteer service in Israel will apply, through the Receiving Institution, to the Unit for Volunteer Services of the Ministry of Social Affairs and Services, approximately one month prior to the termination of his/her period of volunteer service. The Unit for Volunteer Services of the Ministry of Social Affairs and Services will transfer a recommendation to the Receiving Institution, which will submit an application, together with the recommendations, to the Ministry of the Interior, for the purpose of the extension of the visa.
- 9.3 In the event of a Volunteer who becomes dissatisfied during his/her period of volunteer service and who is not prepared to accept any alternative suggestion, the Receiving Institution will inform the Unit for Volunteer Services of the Ministry of Social Affairs and Services of the termination of the volunteer service. The Unit for Volunteer Services of the Ministry of Social Affairs and Services will inform the Ministry of the Interior and the sending Organization, and from that point onwards, the Receiving Institution and the Unit for Volunteer Services of the Ministry of Social Affairs and Services remove all responsibility with respect to the said Volunteer.

10. **Control**

The Ministry of Social Affairs and Services shall ascertain the implementation of this Directive by its supervisors and the employees of the Department of Internal Control.



Ministry of Social Affairs and Social Service
Department of the national volunteering
The Volunteering abroad programs

