

הוראות והודעות

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הפעלת מתנדבים מחוץ לארץ

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1. כללי

1.1 במסגרת שירותי הרווחה בישראל, פועלים אלפי מתנדבים המגיעים ממדינות שונות ברחבי העולם, לפרקי זמן שונים. מתנדבים אלו, מגיעים ממניעים שונים וביניהם מניעים אידיאולוגיים והומניטאריים, תוך רצון לעזור ולסייע לאוכלוסיות המיוחדות.

1.2 משרד הרווחה והשירותים החברתיים, מוצא תרומה חשובה בפעילות של המתנדבים מחו"ל, במשימות למען אוכלוסיות המטופלות במסגרותיו, ורואה בהם משאב אנושי, המסייע לרווחת ולקידום האוכלוסיות. המשרד מכיר ומוקיר את הקשר המיוחד הנוצר בין המתנדבים המגיעים מחו"ל והאוכלוסייה בישראל, בהעמקה וביסוס היחסים הבינאישיים, בין המתנדבים לאזרחי המדינה.

1.3 בהוראה זו, מפורסמים הנהלים והקריטריונים בהפעלת מתנדבים מחו"ל, במסגרות המשרד ובמסגרות בפיקוח המשרד ודרכי התקשרותם.

2. הגדרות

- 2.1 **מתנדב מחו"ל** - מתנדב מעל גיל 18 ביום תחילת ההתנדבות, בעל אזרחות זרה ופועל למען הזולת בארץ ללא שכר.
- 2.2 **אירגון** - גוף שיוצר קשר עם המתנדבים בחו"ל, טרם הגעתם לארץ ובזמן שהותם בפעילות ההתנדבותית.
- 2.3 **מסגרת הקולטת/הגוף המפעיל** - מוסד שלא לכוונת רווח, עמותה, מחלקה לשירותים חברתיים ומוסד ממשלתי.
- 2.4 **מתאם** - משרד הרווחה והשירותים החברתיים בתחום ההתנדבות, המתאם את הקשר בין הארגון, המתנדב, המסגרת המפעילה ומשרד הפנים, לאשרת כניסה ושהייה בארץ.

3. מטרות

- 3.1 תיגבור וסיוע המערך המקצועי של שירותי הרווחה, במסגרות חוץ ביתיות ובקהילה, לטובת אוכלוסיות בעלות צרכים מיוחדים, זקנים, ילדים ונוער בסיכון.
- 3.2 חיזוק קשרי ממשלת ישראל, בפעילות עם הקהילות השונות ועם ארגונים בינלאומיים ברחבי העולם, באמצעות משרד הרווחה והשירותים החברתיים.
- 3.3 סיוע במינוף הפוטנציאל האנושי, לטובת אנשים עם צרכים מיוחדים ואוכלוסיות חלשות.
- 3.4 שיפור השירות, הניתן לאוכלוסייה המטופלת, בשירותי הרווחה.

4. מחויבות הארגון

המשרד יעביר לארגון המגייס את התנאים המפורטים בנספח א' ויפעל כדלקמן:

- 4.1 יבחן היטב את המועמדים להשמה בהתנדבות בישראל ויוודא שהינם בעלי בריאות תקינה ואין להם בעיות התנהגותיות חברתיות, שיגבילו אותם ויפגעו בתיפקודם.
- 4.2 יעביר מידע מלא למתנדב, אודות זכויות וחובות, כפי שיפורטו בסעיף 5 להלן.
- 4.3 ימלא שאלון בקשה למתנדב (נספח ב'), לפחות חודשיים לפני תאריך הקבלה, שיוגש אל מתאם מתנדבי חו"ל בתחום התנדבות, במשרד הרווחה והשירותים החברתיים.
- 4.4 יארגן סמינר הכנה למתנדבים לפעילותם המצופה בארץ, ערב הגעתם ארצה, או בסמוך להגעתם וידאג לסמינרים נוספים, במהלך שהותם בארץ.

5. מחויבות המתנדב

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- על המתנדב להפגין יחס של כבוד, הגינות ושמירה על צנעת הפרט, במגעו עם האוכלוסייה הנמצאת בטיפולו וכן ימנע מכל פעילות, שאינה הולמת התנהגות חברתית. פירוט בתדריך למתנדב (נספח ג').
- 5.1 המתנדב יעבוד חמישה ימים בשבוע ובסך הכול 35 שעות שבועיות, תוך תיאום פעילותו, עם רכז המתנדבים של המסגרת.
 - 5.2 המתנדב חייב להשתתף בשלושה סמינרים, שיאורגנו עבורו, בזמן שהותו בארץ (ימים אלו לא יחשבו כחופשה שנתית).

5.3 המתנדב חייב להודיע למסגרת שבועיים מראש, על יציאה לחופשה. כמו כן עליו לעדכן את המסגרת על מקום הימצאו, בזמן החופשה.

6. מחויבות המסגרת הקולטת

המסגרת הקולטת תפעל לפי המפורט ב"תדריך למסגרת הקולטת" (נספח ד'):

6.1 שליחת מידע בשפה האנגלית, למתנדב, טרם הגעתו לארץ. המידע יכול את אופי אוכלוסיית היעד, נהלים שיש להם קשר לעבודתו ומידע על הקהילה הקרובה ושירותים הניתנים באזור המסגרת.

6.2 קבלת המתנדב עם הגעתו לארץ, ע"י המסגרת, והסעתו אליה.

6.3 עריכת הסכם כתוב בין המתנדב למסגרת, שיגדיר את זכויותיו וחובותיו של כל אחד מהצדדים ובכללם שמירה על צנעת הפרט והסודיות של המטופל, אי הפצת המידע לשום גורם למטרות פוליטיות, דתיות, ותעמולתיות. במסגרת ההסכם, יובהר למתנדב, כי אינו יכול לעבוד בארץ ובמקרה זה, יהיה עליו לעזוב את הארץ.

6.4 לאפשר למתנדב בשלושת הימים הראשונים להגעתו, להסתגל למקום, לפני שיחל בפעילותו.

6.5 להכשיר את המתנדב לשאת בתפקיד המיועד לו, לתאם ציפיות של המסגרת המפעילה ושל המתנדב.

6.6 א. המסגרת תאפשר למתנדב חופשה שנתית, בהתאם לתקופת התנדבות: התנדבות של 3 חודשים - 5 ימי חופשה. התנדבות של חצי שנה - 10 ימי חופשה. התנדבות של שנה - 22 ימי חופשה.
ב. יודגש, כי ימי החופשה, הם בנוסף ל-2 ימי חופשה בכל שבוע (חמישה ימי עבודה בלבד).

ג. בנוסף, המסגרת תאפשר למתנדב חופשה נוספת, בת יומיים בחג המולד ויומיים בתחילת השנה האזרחית.

6.7 המסגרת תאפשר למתנדב להיעדר מפעילות בזמן מחלה. אם המתנדב צריך להיעדר למעלה משלושה ימים בשל מחלה, יהא עליו להמציא תעודת מחלה מרופא, על תקופת ההיעדרות.

6.8 המסגרת תמנה איש קשר מקצועי, שייתן מענה לשאלות המתנדב, ידאג לו ויהא אחראי לשלומו ולרווחתו.

6.9 יש להתייחס למתנדב כחבר צוות, ולספק לו הדרכה מקצועית ויעוץ.

6.10 יש לאפשר למתנדב להשתתף בשלוש השתלמויות וכמו כן בטיולים ברחבי הארץ, כנסים חברתיים של צוות העובדים והמתנדבים, הרצאות ופעילות בקהילה הקרובה.

6.11 המשרד יעניק תעודה על סיום שירות, בציון תרומתו למסגרת. בתעודה זו, תצוין תקופת ההתנדבות בשפה האנגלית, או בשפת ארץ מוצאו (נספח ה').

6.12 על כל עזיבת מתנדב, אם בתום תקופת ההתנדבות ואם לפני סיומה, יש להודיע למתאם/ת על מתנדבי חו"ל במשרד הרווחה והשירותים החברתיים, בתוך שבוע ממועד העזיבה.

6.13 המסגרת תקפיד על מתן תנאי המחייה השוטפים:

א. מגורים נאותים לשינה.

ב. שלוש ארוחות ביום.

ג. מימון הוצאות נסיעה, של המתנדב, מנמל התעופה למקום ההתנדבות ותשלום הוצאות תחבורה ציבורית ממקום המגורים אל מקום ההתנדבות.

ד. אפשרות לכביסה במקום.

ה. דמי כיס, עפ"י תעריף המתעדכן מעת לעת.

1. ביטוח מתנדבים על פי חוק ביטוח לאומי (שירות זה הוא ללא תשלום באמצעות ביטוח בתחום להתנדבות - נספח ו').
2. לימוד השפה העברית במסגרת המפעילה, או מחוצה לה.

7. דרכי פניית מתנדבים

7.1 באמצעות אירגונים

- א. הפניית מתנדבים, יכולה להתבצע ע"י אירגון שעונה לתנאים הבאים:
 - גוף מוכר ללא כוונת רווח במדינת המוצא.
 - בעל אישור ניהול תקין במדינת המוצא.
 - האירגון יצהיר כי המתנדבים הנשלחים על ידו, לא ישתתפו בהפגנות פוליטיות ולא יעסקו בפעילות מיסיונרית (נראה לי שכדאי להכניס הגדרה מהי פעילות מיסיונרית), בתקופת התנדבותם.
- ב. פנייה לתחום ההתנדבות במשרד הרווחה והשירותים החברתיים, בטופס בקשה, שיוגש, לא יאוחר מחודשיים לפני מועד ההגעה ארצה (נספח ז' - טופס בקשה הכולל הצהרת הארגון ונספח ב' לכל מתנדב).
- ג. תחום ההתנדבות ישיב תשובה מנומקת לאירגון ויאשר או ידחה את בקשתו (נספח ח').

7.2 באמצעות המסגרת הקולטת

- א. הפניית מתנדבים יכולה להתבצע ע"י מסגרות, השייכות למשרד הרווחה והשירותים החברתיים ו/או בפיקוח המשרד.
- ב. הפנייה תיעשה על גבי טופס שיבוץ מתנדבי חו"ל במעון/במוסד (נספח ט'), לתחום ההתנדבות במשרד הרווחה והשירותים החברתיים. אין לקבל מתנדבים ללא תיאום מראש, עם תחום ההתנדבות.

ג. בקשת המסגרת תיבדק בהתאם לצורכי המסגרת, התאמת המתנדבים והתאמת המשימה, למטרת הפעלת המתנדבים, כפי שנקבע בהוראה זו.

ד. תחום ההתנדבות ישיב תשובה מנומקת, אל המסגרת הקולטת ויאשר או ידחה את הבקשה (נספח י').

7.3 פניה ישירה של המתנדב

הפניה יכולה להתבצע ישירות לתחום ההתנדבות במשרד הרווחה והשירותים החברתיים. הפניה תעשה על גבי טופס בקשה למתנדב (נספח ב') בצרוף המפורט בסעיף 8.3 להלן.

8. קליטת המתנדב בארץ

8.1 א. מתנדב לא יחל בעבודת ההתנדבות, לפני קבלת אישור מתחום ההתנדבות. עם פנייה ישירות של מתנדב, יחזור המתאם בבקשה לצירוף מסמכים כדלקמן (נספח י"א).

ב. תחום ההתנדבות ישיב תשובה מנומקת, אל המתנדב, ויאשר או ידחה את הבקשה (נספח י"ב).

8.2 כמתנדב, יאושר רק מי שהינו מעל גיל 18, אינו בעל עבר פלילי והוא בעל בריאות תקינה.

8.3 בקשה להתנדב לפי סעיף 7.1 או 7.2 או 7.3 תיבדק רק בצירוף המסמכים הבאים:

א. צילום דרכון של המועמד להתנדבות.

ב. אישור על בריאות תקינה, ממוסד רפואי מוכר מארץ המוצא.

ג. תעודת יושר (מתורגמת לאנגלית), מאושרת ומאומתת ע"י אפוסטיל, לפיה אין למתנדב הרשעות פליליות, אשר תועבר למפקח עפ"י חוק הפיקוח על המעונות.

ד. התחייבות לשמירת סודיות (נספח י"ג).

ה. מתנדב מגיע לארץ במעמד של מתנדב (B4), לאחר פנייה של המסגרת הקולטת למשרד הפנים, בהמלצת תחום ההתנדבות.

במקרים חריגים בלבד, שיאושרו מראש, מועמד להתנדבות שהגיע לארץ במעמד תייר (B2) - ישונה מעמדו למתנדב (B4).

9. הארכה/קיצור/שינוי בתקופת ההתנדבות

9.1 מתנדב שאינו מרוצה מהמסגרת אליה שובץ, או לחילופין המסגרת הקולטת אינה מרוצה ממנו, ניתן יהיה להחליף לו מקום התנדבות. החלפה אפשרית עד פעמיים בתקופת ההתנדבות.

9.2 מתנדב המעוניין להאריך את תקופת התנדבותו בארץ, יפנה באמצעות המסגרת הקולטת, אל תחום ההתנדבות, כחודש לפני סיום תקופת ההתנדבות. תחום ההתנדבות יעביר המלצה למסגרת הקולטת, אשר תפנה בצרוף ההמלצות למשרד הפנים, לשם הארכת הויזה.

9.3 מתנדב שבמשך תקופת ההתנדבות מגלה חוסר עניין ואינו מוכן לכל הצעה, תודיע המסגרת הקולטת לתחום ההתנדבות, על הפסקת ההתנדבות. תחום ההתנדבות יודיע למשרד הפנים ולאירגון השולח, ומרגע זה המסגרת ותחום ההתנדבות מסירים כל אחריות לגביו.

10. בקרה

משרד הרווחה והשירותים החברתיים, יודא יישום הוראה זו ע"י מפקחיו ועובדי האגף לביקורת פנימית.

יוסי סילמן
המנהל הכללי

*Ministry of Social Affairs
Unit for Volunteer Services
Coordinator for Overseas Volunteers*

**Regulations for Organizations Sending Volunteers from Abroad
to Israel**

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad and for the supervision and monitoring of the receiving social services institutions. No organization may send volunteers to Israel for placement in social service institutions in Israel, under the auspices of the Ministry of Social Affairs, without the prior agreement of the CoOV.

Volunteers from abroad whose placement is not approved by the CoOV will not be recognized as overseas volunteers in order to receive recommendations to the Ministry of Interior for volunteer visas, nor for any of the rights and privileges afforded to volunteers from abroad by virtue of their recognition as such by the Ministry of Social Affairs.

Organizations sending volunteers for placement under the auspices of the Ministry of Social Affairs must undertake to:

- a. Screen carefully all candidates for volunteer placement in Israel, so that there are no unexpected health, social or behavioural problems that will affect the volunteer's functioning in the volunteer placement.
- b. Provide complete information to the volunteer regarding his obligations and rights as described in this document, and to make clear to the volunteer what may be and what may not be expected from the volunteer placement.
- c. Apply to the CoOV at least two months in advance of the requested start of the placement.

- d. Organize a preparatory seminar for all volunteers before leaving for Israel, which will equip them with complete information and background to enable them to perform the volunteer task in a way expected of them.
- e. Make clear to the volunteer that participation in three seminars, arranged in Israel during the period of volunteer placement, is obligatory and not optional.
- f. If the sending organization receives payment of any kind from the volunteer, it must be made absolutely clear to the volunteer, that the payment is made solely to the organization as a handling fee for selection and acting as an intermediary with the Israel Ministry of Social Affairs, and to dispel any expectation on the part of the volunteer, that any part of the fee is transferred to the Ministry in exchange for any service whatsoever.

**Requirements of the volunteer in being accepted for placement:
Age**

The minimum age for volunteering in social services in Israel is 18.

Health, Health Insurance, Absence of Criminal Record, References

A volunteer who is accepted for a placement, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs, must:

- a) provide a doctor's certificate of good health prior to arrival in the country.
- b) obtain health insurance prior to arrival in Israel, which will cover the entire period of the volunteer's stay in Israel. No volunteer can be accepted without comprehensive health insurance coverage, and no responsibility for medical treatment of any kind will be accepted by the Unit for Volunteer Services of the Ministry of Social Affairs, or by the receiving institution.
- c) Provide a certificate from the police in the country of origin attesting to an absence of criminal record.
- d) Provide two references attesting to character and background.
- e) On arrival at the receiving institution, sign a declaration of preservation of confidentiality. The declaration will also include an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious materials.

Requirements of the volunteer during service in the institution

The volunteer is expected to work no less than five days a week, a total of 35 hours per week, and to coordinate all aspects of work with the volunteer coordinator in the institution.

The volunteer must agree to participate in three seminars arranged in Israel for overseas volunteers.

The volunteer must notify the institution two weeks prior to taking vacation, and to inform the institution of exact whereabouts during vacation time and time off.

Obligations of receiving institutions required by the Ministry of Social Affairs

The following obligations must be undertaken by the receiving institution in order to obtain approval for the placement of volunteers from abroad in the institution.

The institution will:

1. Provide the volunteer with:
 - a) Adequate sleeping quarters.
 - b) Three meals a day.
 - c) Cost of transportation from lodging to institution.
 - d) Facilities for laundry.
 - e) Pocket money the amount is XY as of date of signature.
 - f) Volunteer Insurance, in accordance with the laws of the National Insurance Institute.
 - g) Cost of a volunteer B4 visa from the Ministry of the Interior. **The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.**
 - h) Hebrew language studies, either within the institution or outside.
2. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.

3. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
4. Sign a contract with the volunteer on arrival, that defines the tasks to be performed by the volunteer, as well as the rights and obligations of the volunteer and the institution, that include at least the rights and obligations laid out in this document. The contract will also include a declaration of preservation of confidentiality on the part of the volunteer, and an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious propaganda or information. The institution will make it clear that any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately.
5. Allow the volunteer a period of three days after arrival to settle in before beginning to work.
6. Train the volunteer to carry out the tasks expected, and make clear the expectations of both sides from the volunteer's integration into the institution and work with the staff.
7. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.
8. Enable the volunteer to take two weeks of vacation for every six months of continuous service.
9. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctors certificate must be provided.
10. Appoint a permanent professional contact person, who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions. Each side should provide feedback in writing once a month, the institution's

contact person on the work of the volunteer, and the volunteer on work in the institution.

11. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.
12. Enable the volunteer, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 8.
13. Provide a certificate of service on the successful completion of the period of voluntary work.
14. Notify the CoOV within one week of the early departure of a volunteer from the institution and from the country for whatever reason.

Alternative Placement and Termination of Voluntary Service

In the event that either the institution is not satisfied with the work of the volunteer, or the volunteer is dissatisfied with the current placement, the institution will arrange with the CoOV for the transfer of the volunteer to an alternate placement. Notice to this effect must be given to the CoOV at least two weeks prior to the termination of the placement by either side.

A volunteer who, dissatisfied with the current placement, refuses all alternative suggestions, or is still dissatisfied after two alternative placements, will cease to be under the auspices of the CoOV, and will be required to leave the country.

If a volunteer is interested in extending the period of voluntary service in the institution, with the agreement of the Director, or is interested in a further placement in another institution, two weeks notice must be given to the CoOV, so that relevant technical arrangements may be made.

נספח ב' (18.3)

**Application Form for Volunteer Placement in Social Services
in Israel**

Personal Information

First Name: _____ Family name: _____

Date of Birth (dd/mm/yy): _____

Male: _____ Female: _____

Address:

City: _____ Country: _____ Zip Code: _____

Home Phone (including country code): _____

E-mail Address: _____

Citizenship: _____

Passport number: _____

Do you have any medical condition that may affect your carrying out
volunteer work?: yes _____ no _____

If yes describe: _____

Have you been convicted of any criminal offence in the past?:

yes _____ no _____

Emergency Contact Information

First Name: _____ Family name: _____

Home Phone (including country code): _____

Relationship to yourself: _____

Education

I have graduated from:High school: _____

College/University: _____

My major field of study was: _____

Volunteer Assignment

Dates you are available for a volunteer assignment (Minimum three months) (from dd/mm/yy to dd/mm/yy): _____

Requested field of volunteer assignment (First Choice) _____

Requested field of volunteer assignment (Second Choice) _____

Languages Spoken: _____

Acquired skills or hobbies that would be useful in your volunteer work:

Do you have first aid or paramedical experience that would be useful in your volunteer work?: yes: ____ no: ____

Previous Employment or Volunteer Experience

Have you had any previous employment or volunteer experience?:

yes: ____ no: ____

If yes give details of where, in which field and dates of employment and/or volunteer service: _____

Name and contact information of employer or volunteer coordinator:

References

Please provide the names and contact information of two people (not relatives) who can attest to your character and abilities:

1. First Name: _____ Family name: _____
City: _____ Country: _____ Zip Code: _____
Home Phone (including country code): _____
E-mail Address: _____
Relationship to yourself: _____

2. First Name: _____ Family name: _____
City: _____ Country: _____ Zip Code: _____
Home Phone (including country code): _____
E-mail Address: _____
Relationship to yourself: _____

Additional Information

Please include any additional information you think might be relevant to your being accepted for a volunteer assignment: _____

Date of Completion of this Application (dd/mm/yy): _____

*State of Israel
Ministry of Social Affairs
Unit for Volunteer Services
Coordinator for Overseas Volunteers*

Rights and obligations of overseas volunteers working in institutions in Israel, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad, who come to Israel under the auspices of the Ministry, and for the supervision and monitoring of the receiving social services institutions.

Age

The minimum age for volunteering in social services in Israel is 18.

Health, Health Insurance, Absence of Criminal Record, References

A volunteer who is accepted for a placement, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs, must:

- a) provide a doctor's certificate of good health prior to arrival in the country.
- b) obtain health insurance prior to arrival in Israel, which will cover the entire period of the volunteer's stay in Israel. No volunteer can be accepted without comprehensive health insurance coverage, and no responsibility for medical treatment of any kind will be accepted by the Unit for Volunteer Services of the Ministry of Social Affairs, or by the receiving institution.
- c) Provide a certificate from the police in the country of origin attesting to an absence of criminal record.
- d) Provide two references attesting to character and background.
- e) On arrival at the receiving institution, sign a declaration of preservation of confidentiality. The declaration will also include an

undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious materials.

Requirements of the volunteer during service in the institution

The volunteer is expected to work no less than five days a week, a total of 35 hours per week, and to coordinate all aspects of work with the volunteer coordinator in the institution.

The volunteer must agree to participate in three seminars arranged in Israel for overseas volunteers.

The volunteer must notify the institution two weeks prior to taking vacation, and to inform the institution of exact whereabouts during vacation time and time off.

Obligations of the Receiving Institution

The receiving institution, in order to obtain approval for the placement of volunteers from abroad will:

1. Provide the volunteer with:
 - a) Adequate sleeping quarters.
 - b) Three meals a day.
 - c) Cost of transportation from lodging to institution.
 - d) Facilities for laundry.
 - e) Pocket money in the sum of the amount is XY as of date of signature.
 - f) Cost of a volunteer B4 visa from the Ministry of the Interior.
The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.
 - g) Volunteer Insurance, in accordance with the laws of the National Insurance Institute. (This is in addition to health insurance stipulated in b) in the section above on Health, Health Insurance, Absence of Criminal Record, References).
 - h) Cost of a volunteer B4 visa from the Ministry of the Interior.
2. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.

3. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
4. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these minimum requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.
5. Enable the volunteer to take two weeks of vacation for every six months of continuous service, i.e. a volunteer staying for one year will be entitled to 30 days of vacation. The vacation must include Fridays and Saturdays.
 - a) Every volunteer is entitled to four extra days of vacation, two for Christmas and two for New Years. If a volunteer does not take these days off at the set time, he will no longer be entitled to them. A volunteer is only entitled to these four extra days of vacation if he or she takes part in all obligatory seminars.
6. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctors certificate must be provided.
7. Appoint a contact person who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions.
8. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.
9. Enable the volunteer, where possible, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 5.
10. Provide a certificate of service on the successful completion of the period of voluntary work.

Alternative Placement, Termination of Voluntary Service and Prohibition to Undertake Paid Work

In the event that either the institution is not satisfied with the work of the volunteer, or the volunteer is dissatisfied with the current placement, the institution will arrange with the CoOV for the transfer of the volunteer to an alternate placement. Notice to this effect must be given to the CoOV at least two weeks prior to the termination of the placement by either side.

A volunteer who, dissatisfied with the current placement, refuses all alternative suggestions, or is still dissatisfied after two alternative placements, will cease to be under the auspices of the CoOV, and will be required to leave the country.

If a volunteer is interested in extending the period of voluntary service in the institution, with the agreement of the Director, or is interested in a further placement in another institution, two weeks notice must be given to the CoOV, so that relevant technical arrangements may be made.

Any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately. A volunteer may not work with his volunteer visa in other institutions than the one where he is registered as a volunteer. If a volunteer leaves his place of work, after all alternatives have been exhausted, the Ministry of Social Affairs will report the case to the Ministry of the Interior and as a consequence thereof the volunteer must leave the country immediately. If the volunteer does not follow the rules laid down by the Ministry of the Interior, he or she must leave the country and may not re-enter.

*State of Israel
Ministry of Social Affairs
Unit for Volunteer Services
Coordinator for Overseas Volunteers*

Rights and obligations of institutions receiving overseas volunteers

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad, under the auspices of the Ministry, and for the supervision and monitoring of the receiving social services institutions. No institution may accept volunteers, under the auspices of the Ministry of Social Affairs, without the agreement of the CoOV. An institution interested in receiving volunteers from abroad must apply to the CoOV at least two months in advance of the requested start of the placement.

The CoOV will ensure that the receiving institutions fulfill those obligations required by the Ministry of Social Affairs.

The following requirements must be agreed to be met by the receiving institution in order to obtain approval for the placement of volunteers from abroad in the institution.

The institution will:

1. Provide the volunteer with:
 - a) Adequate sleeping quarters.
 - b) Three meals a day.
 - c) Cost of transportation from lodging to institution.
 - d) Facilities for laundry.
 - e) Pocket money in the sum of NIS600 per month.
 - f) Volunteer Insurance, in accordance with the laws of the National Insurance Institute.
 - g) Cost of a volunteer B4 visa from the Ministry of the Interior.
The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.
 - h) Hebrew language studies, either within the institution or outside.

2. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.
3. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
4. Sign a contract with the volunteer on arrival, that defines the tasks to be performed by the volunteer, as well as the rights and obligations of the volunteer and the institution, that include at least the rights and obligations laid out in this document. The contract will also include a declaration of preservation of confidentiality on the part of the volunteer, and an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious propaganda or information. The institution will make it clear that any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately.
5. Allow the volunteer a period of three days after arrival to settle in before beginning to work.
6. Train the volunteer to carry out the tasks expected, and make clear the expectations of both sides from the volunteer's integration into the institution and work with the staff.
7. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.
8. Enable the volunteer to take two weeks of vacation for every six months of continuous service, i.e. a volunteer staying for one year will be entitled to 30 days of vacation. The vacation must include Fridays and Saturdays.
9. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctors certificate must be provided.

10. Appoint a permanent professional contact person, who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions. Each side should provide feedback in writing once a month, the institution's contact person on the work of the volunteer, and the volunteer on work in the institution.
11. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.
12. Enable the volunteer, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 8.
13. Provide a certificate of service on the successful completion of the period of voluntary work.
14. Notify the CoOV within one week of the early departure of a volunteer from the institution and from the country for whatever reason.
15. If organizations do not provide the Ministry of Social Affairs with the place of work, beginning and end of time as a volunteer, passport number and correct and sufficient contact information, the Ministry of Social Affairs reserves the right to either accept or reject the volunteer.

Alternative Placement and Termination of Voluntary Service

In the event that either the institution is not satisfied with the work of the volunteer, or the volunteer is dissatisfied with the current placement, the institution will arrange with the CoOV for the transfer of the volunteer to an alternate placement. Notice to this effect must be given to the CoOV at least two weeks prior to the termination of the placement by either side.

A volunteer who, dissatisfied with the current placement, refuses all alternative suggestions, or is still dissatisfied after two alternative placements, will cease to be under the auspices of the CoOV, and will be required to leave the country.

A volunteer may not work with his volunteer visa in other institutions than the one where he is registered as a volunteer. If a volunteer leaves his place of work, after all alternatives have been exhausted, the Ministry of Social Affairs will report the case to the Ministry of the Interior and as a consequence thereof the volunteer must leave the country immediately. If the volunteer does not follow the rules laid down by the Ministry of the Interior, he or she must leave the country and may not re-enter.

If a volunteer is interested in extending the period of voluntary service in the institution, with the agreement of the Director, or is interested in a further placement in another institution, two weeks notice must be given to the CoOV, so that relevant technical arrangements may be made.

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State of Israel
Ministry of Social Affairs and Services
Volunteer Services

CERTIFICATE OF VOLUNTARY SERVICE

This is to certify that
completed voluntary service during the
period from _____
To _____ at _____

The main activities performed by the
volunteer during the period of service
were as follows:

With grateful thanks and appreciation
for dedicated service

Signed: _____
Name: _____
Title: _____
Date: _____

נספח ז' (18.3)

1. Details of the Organization/Non-Profit Organization

Name of the organization/non-profit organization: _____

Date of Union: _____

Address and zip code of the operating frame work _____

Registered number: 5_/_/_/_/_/_/_

E-mail: _____

Telephone: _____ Cellular: _____ Fax: _____

2. Organization/Non-Profit Organization Activity

Describe the goals and the activities _____

Number of volunteers that are sent to Israel per year _____

To where and to which frameworks? _____

מה המניעים של הארגון לשלוח

Job Title	First name	Last name	Phone number

3. Contacts in the operating framework

4. List the Populations Receiving Assistance from the Organization/Non-Profit Organization

Briefly note the nature of the contribution made by the volunteers from abroad: _____

5. List All the Tasks of the Volunteer

Elaborate on a separate piece of paper the tasks of the applying framework, and if applicable, an example of a daily schedule. (Handwritten material can be added)

6. Follow Up Once the Volunteer Has Returned to His Country

Is there a preparatory course before the volunteer comes to Israel and after he has returned?

Does the given framework remain in contact with the volunteer?

7. Information About the Volunteers

Volunteers contributing in a given framework in 5773 and requested placements for 5774.

Number of Volunteers from Abroad: _____	Number of All Volunteers in the Operating Framework: _____ Number of requested placements: _____
--	---

8. The Following Should Be Attached to the Request:

Confirmation of the non-profit registration from the registrar of non-profit organization in the Ministry of Interior.

I hereby declare that the volunteer has gone through a thorough sorting process and is qualified to volunteer

_____	_____	_____	_____
Name of the Applicant	Position	Signature	Stamp

Date: _____

Name of Director: _____

Name of treasurer of the Organization/
Non-Profit Organization: _____

Non-Profit Organization: _____

Comments:

The satisfaction of the organization and the volunteer department in general, from the projects that the volunteers are assigned to.

נספח ח' (18.3)

State of Israel
Ministry of Social Affairs and Services
Volunteer Services

Date: _____

TO WHOM IT MAY CONCERN:

The Unit for Volunteer Services of the Ministry of Social Affairs hereby confirms by this letter that the volunteer:

Mrs _____ Born _____ in _____
Residing at _____ is scheduled to travel to Israel on _____
Within the framework of the National Service of the _____
Federal Government for a period of _____ months.

The volunteer mentioned above is coming through _____
which is legally registered in Germany and in Israel.

After a period of three months, the Unit for Volunteer Services will take care of the renewal of the volunteers' visa, which will be changed from B/2 (Tourist) to B/4 (volunteer) status.

Yours Sincerely
National supervisor
Overseas volunteers
Ministry of Welfare and Social Services

נספח ט' (18.3)

טופס לשיבוץ מתנדבי חו"ל במעון / במוסד

שם המעון _____ איש הקשר _____

כתובת המעון _____

טלפון _____

המעון במסגרת _____ פועל בתחום _____

מעוניין ב- _____ מתנדבים, כיום ישנם _____ מתנדבים, סה"כ _____ מתנדבים

צרכים מיוחדים _____

הערות _____

התקיימה פגישה עם מנהל / איש הקשר במעון בתאריך _____ ב- _____

תאריך _____ חתימה _____

נספח י' (18.3)

כרטיס מעקב - מתנדבי חו"ל

שם המתנדב/ת _____ איש הקשר בחו"ל / השולח _____

כתובת בחו"ל _____

מין: זכר / נקבה

תאריך לידה _____ ארץ _____

שובץ בתאריך _____ עד תאריך _____ סה"כ _____ חודשים

למעון _____

המציא/ה: תעודת יושר _____ תמונה _____ ביטוח רפואי _____

המעון שלח: שאלון מתנדב _____ תצהיר מתנדב _____ טופס העסקת זרים _____

הטפסים הועברו למנגנון ב _____

דמי כיס:

דווח: ינואר, פברואר, מרץ, אפריל, מאי, יוני, יולי, אוגוסט, ספטמבר, אוקטובר,

נובמבר, דצמבר

העברתי למנהלן ב _____ לתשלום

הערות _____

נספח י"א (18.3)

DATE

Mr./Ms.
Address
City,
Country

Dear _____

Thank you for your interest in applying to volunteer in Israel in the field of social services. In Israel, there are a variety of volunteer positions within more than 100 public residential institutions serving children, the elderly, people with physical and mental disabilities, autistic children and adults, and others.

Please complete the attached application form and return it to me at the address below.

Note that the minimum period of volunteer service for which successful applicants will be accepted is three months. It is important to list on the application form the kind of institution you would prefer for your volunteer placement, in order of preference, the expected length of your service and your anticipated date of arrival. It is important to note that placement in your preferred kind of institution is subject to availability and suitability, and, therefore, while we will do our best to arrange placement in order of your preference, this cannot be guaranteed.

As soon as we are able to offer you a placement we will send you information about the placement itself and about your rights and obligations as a volunteer.

For further information, please do not hesitate to contact me. We look forward to welcoming you and wish you every success in your volunteer assignment.

With best wishes
Yours sincerely,

National Coordinator for Overseas Volunteers

Application Form for Volunteer Placement in Social Services in Israel

Personal Information

First Name _____ Family Name _____

Date of Birth (dd/mm/yyyy) _____

Male ____ Female ____

Address _____

City _____

Country _____

Zip Code _____

Home Phone (incl. country code) + _____

E-mail Address _____

Citizenship _____

Passport number _____

Do you have any medical condition that may affect your carrying out
volunteer work?

If yes, please describe _____

Have you been convicted of any criminal offence in the past?

Yes ____ No ____

Emergency Contact Information

First name _____ Family Name _____

Home Phone (incl. country code) + _____

Relationship to yourself _____

Education

I have graduated from: High School ____ College/University ____

My major field of study was _____

Volunteer Assignment

Dates you are available for a volunteer assignment (min. three months)

From dd/mm/yyyy _____ To dd/mm/yyyy _____

Requested field of volunteer assignment

First Choice:

Elderly

Children-at risk

Autistic Children

Developmentally disabled

Physically disabled

Disadvantaged Children

Disturbed Youth

Health Services

Second Choice:

Children-at risk

Autistic Children

Developmentally disabled

Physically disabled

Disadvantaged Children

Disturbed Youth

Health Services

Languages you speak _____

Acquired skills or hobbies that would be useful in your volunteer work:

Do you have first aid or paramedical experience that would be useful in your volunteer work? Yes ___ No ___

Previous Employment or Volunteer Experience

Have you had any previous employment or volunteer experience?

Yes ___ No ___

If yes, please give details of where, in which field and dates of employment and/or volunteer service: _____

Name and contact information of employer or volunteer coordinator:

References

Please provide the names and contact information of two people (not relatives) who can attest to your character and abilities:

1. First name _____ Family Name _____
Address _____
City _____ Country _____ Zip Code _____
Home Phone (incl. country code) + _____
E-mail Address _____
Relationship to yourself _____

2. First name _____ Family Name _____
Address _____
City _____ Country _____ Zip Code _____
Home Phone (incl. country code) + _____
E-mail Address _____
Relationship to yourself _____

Additional Information

Please include any additional information you think might be relevant to your being accepted for a volunteer assignment: _____

Date of Completion of this Application (dd/mm/yyyy): _____

נספח י"ב (18.3)

Name:

Address:

City:

Country:

Passport:

**Approval of Placement as a Volunteer in a Social Services
Institution in Israel**

Dear

Following my letter to you of _____ I am pleased to be able to offer you a placement in the following institution: _____

COORDINATOR: _____

Phone: _____

Please let me know the exact date and time of your arrival, as well as flight information, at least two weeks prior to your travel to Israel.

Attached is a list of the rights and obligations of overseas volunteers working in institutions under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs. Please read it carefully and sign the attached form to be returned to me at least one month before the start of your volunteer work in Israel.

If you have any further questions, please do not hesitate to contact me.

Thank you again for your willingness to volunteer in Israel. We look forward to welcoming you and wish you every success in your volunteer assignment.

With best wishes,
Yours sincerely,

National Coordinator for Overseas Volunteers

הצהרת מתנדב על שמירת סודיות

אני, החתום מטה _____ מס' דרכון _____

מתנדב (שם המוסד) _____

1. אני מעוניין להתנדב בארגונכם ומקבל על עצמי את קיום הנהלים המקובלים במוסד זה.
2. אני מצהיר כי אין לי כל מגבלה / מחלה רפואית / נפשית המונעת ממני למלא את תפקידי כמתנדב.
3. אני מצהיר כי אין לי רישום פלילי.
4. אני מתחייב לשמור על כל מידע רפואי, סוציאלי ואחר, אשר נחשפתי אליו במישרין או בעקיפין במהלך ההתנדבות, ידוע לי כי אי מילוי התחייבות יכול להוות עבירה לפי סעיף 118 לחוק העונשין תשל"ז-1997 ו/או סעיף 5 להגנת חוק הפרטיות תשמ"א.
5. ידוע לי כי ביני לבין (המוסד) _____ לא מתקיים יחסי עובד מעביד.
6. הובא לידיעתי כי אני מבוטח על פי חוק הביטוח הלאומי (נוסח משולב) ותקנות הביטוח הלאומי (מתנדבים) תשל"ח-1978 .
7. הריני מאשר כי הוסברה לי האחריות הכרוכה בפעילות התנדבותית (מוסד) _____ כמו גם חובותיי וזכויותיי הנובעות מפעילות התנדבותי.
8. הובר לי כי איני רשאי לקבל טובות הנאה מהחוסים בשמם או מטעמם ובני משפחתם.

תאריך _____

חתימה _____