



DIGITAL VOLUNTEERING HANDBOOK FOR COORDINATORS

Digitalisation has emerged as a significant trend, influenced in part by the pandemic but extending far beyond it. The move towards digital technologies has fundamentally transformed the operations of non-governmental organisations (NGOs), highlighting the importance of remote work, online collaboration, and virtual communication. This trend mirrors a broader societal shift where technology plays a central role in various aspects of our lives, including how NGOs approach issues such as volunteer management, education and social initiatives.

Through the project “**ProVol Digital- Professional volunteer management and training through digitalisation**” we are offering this Digital Volunteering Handbook for NGOs, volunteer coordinators, and leaders of volunteer activities to get inspired by 20 other organisations experiences in Germany, Austria, Romania and Czech Republic. The aim of this handbook is to inspire and empower other organisations to welcome digital volunteering experiences in their organisations.

“ProVol Digital” is a European project implemented by the following organisation: Gemeinsam Leben und Lernen in Europa – Germany, Eb Projektmanagement – Austria, Dobrovolnické Centrum, z.s., Ústí Nad Labem – Czech Republic, Centrul de Voluntariat Cluj-Napoca – Romania.

“ProVol Digital” aims to explain digitalisation for associations and organisations in an easy and understandable way. Through several handbooks and workshops, the project aims to make more digital volunteering possible and, at the same time, to help existing volunteering opportunities to be managed better through digital tools. This project is created to inspire and empower other organisations to enter the digital sphere as well. And subsequently, more services, help and support from NGOs will be available online. Other results can be found at our website www.professional-volunteering.eu

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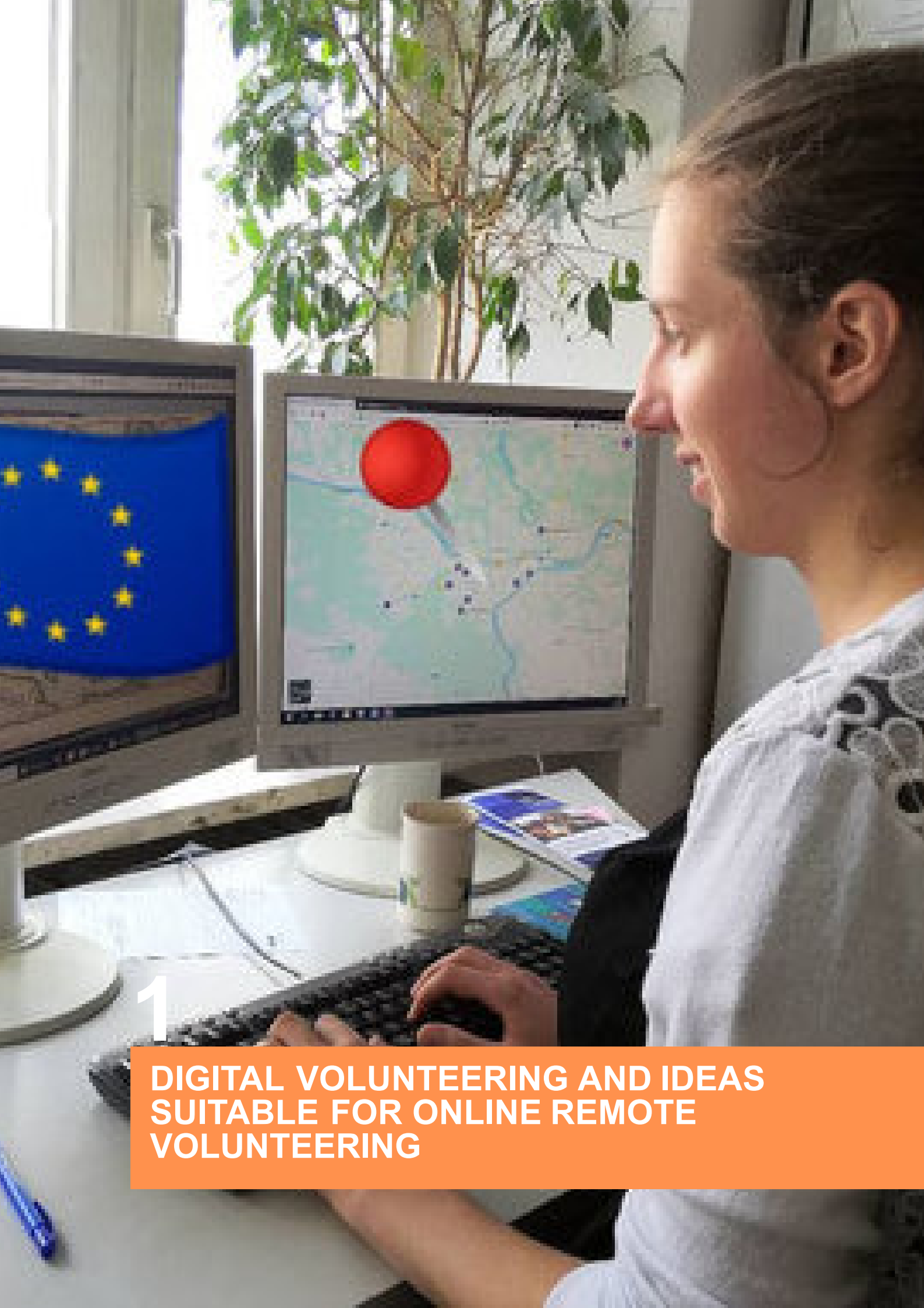
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1

**DIGITAL VOLUNTEERING AND IDEAS
SUITABLE FOR ONLINE REMOTE
VOLUNTEERING**

In the wake of the pandemic, the need for volunteers who can provide online or remote support has increased. The development of digital skills in most areas has happened naturally, due to people's inability to be physically present.

After the pandemic, many organisations, including volunteer involving organisations, have chosen to maintain and perhaps develop services where they can involve volunteers online or remotely. But what is digital volunteering?

There are different types of digital and online activities and work volunteers can be involved in, either for organisational work within the organisation or online activities for certain target groups “outside” the organisation.

The following list, is not comprehensive or complete, but it can be used as an inspiration for NGOs, who want to provide digital volunteering services. Go through idea list and see what inspires you the most, and explore more successful ideas and good practices by the end of the handbook.

Digital volunteering, sometimes known as virtual volunteering or online volunteering, is any type of volunteering which allows individuals to contribute their skills or time without being physically present at an office or specific location.



A.Tasks related to internal online volunteering services

TASKS AREAS	OPPORTUNITIES FOR VOLUNTEERING	SHORT DESCRIPTION
ADMINISTRATION	Accounting	Accounting of activities, ongoing bookkeeping, controlling
	Maintenance of contact databases	Updating as well as ongoing maintenance and the registration of new members and participants
	Reporting	Preparation of activity/annual reports
	Concept development, applications	Preparation of concepts and funding applications
PR AND DISSEMINATION	Website maintenance	Ongoing maintenance and updating of the website
	Social media	Editorial plans, postings, social media analyses
	Story Telling	Preparation of content and stories
	Translation	Translation work of content for communication
	Press work	Creating press articles, maintaining press contacts, organizing press work
	Create photos and videos	Creating photos and videos for projects and public relations work
	Create databases for photos and videos	Editing photos and videos, creating and maintaining databases
FINANCES	Fundraising and Crowdfunding	Design and implementation of fundraising and crowdfunding campaigns and (virtual) events, research work for fundraising opportunities, analysis of successful fundraisers in the region
MAINTENANCE OF IT AND SOFTWARE	Online Support	Online maintenance of operating systems and software
	Updates	Ongoing updates and adjustments to digital devices
DEVELOPMENT AND CONCEPT WORK	Development of services and products	Research activities, development work for new offers, services, and products
COMMUNICATIONS	Online communication	Area of online meetings with board members/responsible persons and/or volunteers

B. Tasks related to external online volunteering services

TASKS AREAS	SHORT DESCRIPTION
EDUCATION AND TRAINING	Online tutoring
	Online trainings and workshops for different target groups
	Creation and support of self-organised learning through online tools
COUNSELLING AND COACHING	Online Mentoring programme for different target groups
	Online Coaching for different target groups
	Discussion rounds or one-to-one meetings
	Specific expert counselling services (e.g. legal counselling for refugees)
	Financial advice for people in need
ONLINE ACTIVITIES	Reading-Clubs
	Online courses and workshops (e.g. handicrafts, painting, creative work, learning a language, specialised competences)
	Playing and singing together
	Opensource Software Contributions (e.g. coding, testing, or providing documentation)
	Organising language tandems for learning a language, language exchanges
	Virtual Initiatives (e.g. Collaborate on projects related to environmental conservation, such as mapping biodiversity or participating in online eco-friendly campaigns)





2

**PRACTICAL DIGITAL VOLUNTEERING
RECOMMENDATIONS FROM
ORGANISATIONS IN AUSTRIA, GERMANY,
CZECH REPUBLIC, ROMANIA**

Within our project we interviewed many volunteer coordinators and representatives of different organisations in Germany, Austria, Czech Republic and Romania. Our practical **recommendations** for other volunteer involving organisations across Europe are based on their experiences with online volunteering.

Additionally, we'll provide some examples of successful practices in implementing online/digital volunteering activities, which we found useful.

This handbook complements the Recommendations on digital volunteer management by highlighting the concrete opinions and experiences collected from several organisations in the four countries mentioned above.

Digital Volunteering: Cross-Country Perspectives from Volunteer Coordinators

While the exact number of digital volunteers is uncertain in the 4 countries, the Covid-19 pandemic has significantly impacted the perception of online volunteering: organisations had to adapt to social distancing rules, leading to increased reliance on online tools. This was not easy for a lot of volunteers involving organizations, especially for the ones, where most of their volunteers are traditio-

nally active in offline sectors such as sports, music, social services, nature conservation and protection, food banks, and the fire brigade.

But also, a lot of organisations became very creative and adapted to the changes: new forms of engagement, including online volunteering and digital participation, emerged as regular meetings shifted to virtual platforms. Activities like counselling services moved online. More people are volunteering in training, research, IT support, translation assistance, facilitating online activities, and social media campaigns. Digital volunteering also extends to activities like grant writing and working with photos/videos, teaching, and coaching.

Also, organisations were able to recruit new volunteers, such as full-time employees, parents of small children etc., who are very much restricted and time bound. Because they can volunteer online or digitally, they are able to work flexible and independently of fixed time structures.

But many organisations faced also challenges: the changes within an organization and the volunteering opportunities they provide, very often depended on the fact, if the head of the organisation or coordinators are digitally savvy or not. The more digitally savvy they

¹Below you can find testimonials, opinions, conclusions and recommendations collected from these 20 organisations that could be useful and inspiring.

The opinions expressed are not part of an academic research, but they still provide some useful insights into online/digital volunteering, its frequency, its usefulness, the most common types of digital activities, the needs of organisations regarding digital volunteering, the challenges faced by organisations. We summarise their contributions in a list of the most important recommendations.

were the more online and digital opportunities were created. However, many organisations lacked or still lack the knowledge and training opportunities to develop their digital skills, especially with regard to online volunteering.

Also, it is more difficult to involve digital/online volunteers in team building activities, and to provide social and emotional support, but also the necessary hard- and software needed.

2.1. In which areas are online / digital volunteers already active?

It seems that in all four countries the volunteers are mostly involved in the following role and activities:

- Social media master: The volunteers offer their time and skills to do social media campaigns;
- Content creator: The volunteers have skills to create texts, stories, or other types of content;
- Photo or video editor or creator. The volunteers contribute with organising or making visual presentations;
- Graphic designer. The volunteers make really nice graphic designs;
- IT supporter. The volunteers provide IT services for the organisation;
- Research and documentation. The volunteers do research and documentation on different topics;
- Teacher/ trainer/ facilitator. The volunteers deliver online classes for kids, youth, adults, seniors, etc. on specific topics;

- Translator. The volunteers translate content or different documents;
- Developer of educational materials. The volunteer develops more accessible resources for people with special needs;
- Communicator and counsellor. The volunteers talk to or chats with people in need (e.g. help lines, counselling needs in specific topics, loneliness);
- Project Organiser. Organising for example a virtual reading club or reading for elderly or seniors or kids, etc;
- Coach or mentor. The volunteers provide coaching for certain target groups, teams, or individuals online, or works as a mentor (e.g. virtual reading club, language mentor, job mentor, online events like Living Library) via chat, email or online conference tools;
- Experts. Experts in a specific field share or apply their know-how or bring in their expertise to the organization/ target group/ or activity;

In all countries, these activities are important regardless of the thematic orientation of the organisation. But online volunteers can also perform important tasks within an organisation:

- Fundraising activities and grant writing;
- Legal or financial consultancy and support;
- Fun and team building activities;
- Social and emotional support/counselling;
- IT and software support and programming.

The involvement in volunteering, and which type of activities very much depends on the organisations: their scope, their activities, their staff members (skills, mindset, attitude), and the sector in which they are active in.

Here you can read some other interesting examples:

Naturfreundejugend Bayern (Germany) organize meetings of the board via Zoom, regular online meetings for members, working groups on environmental policy issues via Zoom (because members don't live in the same city anymore but still want to participate actively).

Freiwilligenagentur Landshut

(Germany): organize digital reading partners for children, on-call service for seniors and offers online emergency services.

A.R.T Fusion Association (Romania)

adapted the Living Library method for the online format. Volunteers were involved as living books and librarians. The living books told their stories at the Living Library online events and the librarians were part of the event team having different roles such as technical assistance, hosting or as contact persons. *(see more details in the next chapter)*

New Horizons Foundation (Romania) is involving volunteers in Service-Learning project evaluation – as evaluators in different project competition and grants awarding for active children and youth in

small local communities. Also, New Horizons Foundation is involving volunteers in implementing crowdfunding campaigning for supporting financially local Service-Learning projects that are implemented by youngsters. *(see more details in the next chapter)*

UMSEMUMTAM (Czech Republic)

connects business professionals and non-profit organizations. Um sem um tam – is a platform connecting experts with specific skills and non-profit projects for short-term and long-term voluntary cooperation. Just five steps are enough to enter a request on the website www.umsemumtam.cz and find the right colleague you need right now.

During Covid the German organization **“Gemeinsam leben & lernen in Europa”** launched various online projects, such as online gaming events, language mentoring programmes, online workshops, online creative sessions.

Organisations such as **“JUUPORT,”** **“Jugendnotmail”** offer online counselling via anonymous chats for young people in emergency situations. They take advantage of the online environment: young people have the opportunity to talk confidentially about difficult, stressful, taboo, or intimate matters - a key advantage that online counselling offers over face-to-face counselling. And there are some matching apps or platform: In Germany, for example, **“youvo”** connects people with design skills with NGOs that need support with digitization or public relations.

2.2. What are the benefits for NGOs to work with online volunteers?

The interviewed NGOs stated the following benefits of working with online volunteers:

More support of volunteers

Online volunteers can fill a gap in staff/volunteer shortage, by taking over tasks, which can be done online (e.g. PR work, layouting, design, data base management, IT support, content management, social media). Online matching platforms for volunteering, can be used to find new ones.

Digital Competence Enhancement:

Online volunteers supported them in website creation and maintenance, writing mailings / newsletters, and supporting general public relations work (press and social media advertising). And they were able to develop more digital volunteering services. So, they are not only more present online (e.g. website, social media), but also they improved the services digitally and gained a lot of new know-how about digital tools, methods. And they might get some IT support by specialists.

Quick support in emergency situations:

In emergency situations (e.g. floods, earthquakes, accidents, migration management) volunteers can be easily recruited online. And more and more organisations are training these volunteers online.

Overall, there is a universal need for digital volunteers across various activities, but the specifics depend on the organization's type, services provided, experience with and resources for digital volunteers, and of course it depends on the volunteer expertise, and their time availability for digital volunteering. The more expertise and experiences they have, the more online volunteers they can involve.

Therefore, it is important to share good and bad experiences, and to cooperate with each other.



2.3. What are the biggest needs of organisations in relation to managing digital volunteers now and in the future?

What are the key demands that organizations have regarding the management of online volunteers?

The coordinators interviewed expressed significant demands in managing online volunteers, with a focus on several key needs:

Motivation and Training:

Online volunteering will not work, if there is a low motivation among volunteers and staff members of the NGO to involve online/ digital volunteers. So, it is essential for coordinators to raise the motivation, especially among the own team, to accept and support online volunteers.

Another concern is how to motivate individuals to volunteer digitally and to participate in (online) trainings, as there is a need for training volunteers in the use of digital tools. Also, it is important to keep the motivation and involvement on a high level, as it is easier to “quit” online than face-to-face. So, NGOs need good communication strategies and motivation strategies.

Technical Equipment and Financing:

Adequate technical equipment is necessary to support digital volunteer activities. Therefore, the access to financing for technical equipment and software that

facilitates digital volunteering is crucial.

Hybrid Networking:

Providing hybrid meeting and networking opportunities might be particularly helpful, enabling the sharing of knowledge, experiences, digital volunteers, and learning from one another – not only online, but sometimes even face-to-face, if possible. But organizing hybrid meetings/ events etc. are challenging, as participants have to keep the communication and information available for the online and present participants at the same time. You have to make sure, that both parties can actually, hear and talk to each other.



Information Availability and Networking opportunities:

Practical tips are missing, such as motivating and retaining volunteers without in-person office contact, financing needed equipment, and dealing with unproductive online volunteers. Also, there is a lack of training opportunities and access to examples of good practices for inspiration.

A solution can be for example the German networks "Digitale Nachbarschaft" and "Digital vereint," who provide manuals, learning videos, and workshops on how to volunteer online or promote online volunteering. But these information and training hubs are not available yet in a lot of countries.

Overcoming Skill Gaps and Low Will:

A lot of times staff members and volunteers have insufficient computer skills for being able to design, manage, or participate in digital activities. Training on digital skills for both organization staff and volunteers therefore might be essential in some organization.

Handling "Challenging" Online Volunteers:

As in the offline world, involving a volunteer can sometimes be challenging as well. This is the same in the online world, but is more challenging, to find solutions online, if you cannot communicate or manage conflicts face-to-face. It is much easier to ghost and to quit online than offline.

Here are some problems, the interviewed coordinators faced in the past:

- volunteers miss schedules or were unreliable in fulfilling the agreed commitments
- little to no efforts or contributions are shown, no reaction, "ghosting"
- poor communication: struggle to communicate effectively with the organization, fellow volunteers, or beneficiaries

In summary, organizations across various countries face common challenges, including the need for motivation strategies, technical resources, networking opportunities, and effective communication to enhance digital volunteering efforts. More about this you can find in [Recommendations on digital volunteer management](#).

2.4. How does the organizations manage digital volunteers? How do they find them, organise the onboarding, how they provide motivation and support throughout various stages of volunteering?

Organisations employ various strategies to find and to manage volunteers. Here are some recommendations from the interviewed coordinators:

Finding online volunteers

For finding volunteers, most of the organisations are publishing advertisements in their social media account, on their or other topic related websites, in educational institutions, through traditional

Keep volunteers motivated

To keep the volunteers motivated, the need to feel “seen” and heard and recognized. Express gratitude and recognition for volunteers' contributions regularly. Feeling appreciated fosters a positive and committed mindset. Organising regular online meetings and team-building activities, inviting them to events or trainings (online as well as offline) are also helpful.

Even simple things can help the volunteers to feel appreciated and motivated, , e.g. a brief "how are you" round at the start of each online meetings. Keep in touch with the volunteers through a WhatsApp group and organise at least one online activity, status or social networking per month.

Provide guidance and support

To guide and support your online volunteers, you need to establish clear, open and transparent communication channels. Manage volunteers via messenger groups (most of them are using WhatsApp-groups), and stay in contact with them throughout the whole process. At least one designated contact person should be available at all times for questions and clarifications. Also, online volunteers need a person, they can communicate with and address questions, so have someone reliable in place.

Organise regular online meetings, structure, manage, monitor the shared documents and work, and give qualified feedback. Provide also opportunities for the volunteer to give feedback too. Schedule regular check-in sessions to discuss progress, address concerns, and provide feedback. This helps volunteers feel supported and valued throughout their engagement.

The best would be for supervision, that the organisations use the same support and guidance system as they do with present volunteers, just use online tools and methods. Make them part of your regular team. Your online volunteers should have the opportunity to cooperate online with the organisation, stay tuned for example by receiving invitations to meetings, participate in tasks, receive an e-bulletin etc.

Provide training and further development

Provide opportunities for skill development and growth. This can include workshops, webinars, or access to online courses that enhance volunteers' capabilities. Check out opportunities available for example in umbrella organisations. But also, personal coaching, feedback talks, online meetings about the personal development of the volunteer are important.

2.5. Important practical recommendations given by organisation to other organizations related to managing digital volunteers

More about more detailed practical recommendation can be find in this material [Reccomendations on digital volunteer management](#), but below you can find what the 20 organisations considered as the most important and handy advices you need when working with digital volunteers:

Define Expectations:

- Set clear expectations regarding commitment, responsiveness, and the roles volunteers will play. Adapt roles to accommodate different levels of commitment.

Provide Freedom and Creativity:

- Encourage volunteers to be creative and independent. Clearly define what needs to be done but allow them flexibility in how tasks are accomplished.

Recognize and Value Contributions:

- Acknowledge and appreciate the work of digital volunteers. Recognizing their efforts and valuing their contributions enhances motivation.

Orientation and Motivation:

- Find out volunteers' motivations and strengthen them. Allow time for feedback meetings to help remote volunteers feel connected and appreciated.

Documentation and Guides:

- Have written documents and guides with relevant information, such as tasks, passwords, and phone numbers. This ensures clarity and accessibility of essential details.

Logistics and Tools:

- Provide functioning logistics, including suitable tools and systems that meet the organization's needs. Consider setting up a reliable customer relationship management system.

Facilitate Communication:

- Keep communication channels open through recurring team meetings and one-to-one discussions. Break the silence if a volunteer doesn't deliver as expected.

Communication Clarity:

- Communicate clearly from the beginning. In a digital environment, there are fewer opportunities for clarification, so ensuring clarity early on is crucial.

Staying Connected:

- Appreciate and stay in touch often with digital volunteers. Encourage a continuous feedback loop and ensure volunteers feel seen and appreciated.

Create a Sense of Community:

- Foster a sense of community among online volunteers. Organize offline and online team-building events, icebreakers, and maintain a respectful atmosphere during meetings.

Facilitate Getting-to-Know Activities:

- Organize activities that facilitate getting to know each other. Building personal connections enhances collaboration and a positive working atmosphere.

Provide Opportunities for Socializing:

- Organize socializing meetings or fun activities. Allow volunteers to propose and facilitate different activities to promote a positive and engaging environment.

Combine Offline and Online Activities:

- Emphasize the importance of combining both offline and online activities. Working digitally does not mean giving up analogue activities.

Provide Guidance:

- Have guides and documents with relevant information. Ensure volunteers have access to the resources they need to carry out their tasks effectively.
- Be prepared to assist at odd hours. Define a schedule from the beginning, providing support whenever needed.

Feedback and Progress Updates:

- Keep volunteers updated on their progress and the organization's progress with their contributions. Regular feedback ensures volunteers feel informed and engaged.

Assist with Deadlines:

- Be proactive in pushing volunteers to meet deadlines. Recognize that meeting deadlines can be challenging, and encouragement may be necessary.

Learning and Creativity:

- Keep yourself and others in a continuous process of learning, improving competencies, and increasing creativity. This fosters a dynamic and adaptive environment.

Continuous Learning and Development:

- Encourage continuous learning and the development of digital competencies. Influence an environment that fosters learning and the discovery of new tools.





3

GOOD PRACTICE COLLECTION ON DIGITAL VOLUNTEERING ACTIVITIES - FOR ORGANISATIONS AND VOLUNTEERS

From the 20 organisations questioned and interviewed, we have chosen a few successful digital volunteering stories to share here for inspiration. We hope that these short stories will empower and motivate you in starting digital/online/remote volunteering initiatives in your organisation too.



country
ROMANIA

organisation
A.R.T. FUSION ASSOCIATION

ONLINE LIVING LIBRARY

The **Online Living Library - Books without cover** project- involves organizing online Living Library events where A.R.T. Fusion Association involves digital or remote volunteers to be organizers or librarians.

Living Libraries works just like any other library – the readers come in and check out books for a designated period of time. However, the books are human beings who engage in a very personal dialogue with the reader.



The Living Library aims to promote the respect for human rights and human dignity, to draw attention to diversity in all its shapes and forms and to stimulate interpersonal dialogue.

There are more roles in organizing an online Living Library: human books with amazing life stories that break stereotypes, librarians, human dictionaries (translators) and organizers. All of them can be volunteers, but especially the librarians are usually volunteers.

The role of the online volunteers:

The librarians were digital online volunteers. They were recruited from former Living Library participants and even human books, people with special motivation and understanding on the methodology. They were trained in how to organize Living Library online. It is important to know the Online Living Library only came as a solution during the pandemic.

The role of the digital volunteers during the event was: to be part in the online training for books, preparing the human books for the event, welcoming participants online, filling the online registration documents for readers, joining the breakout rooms to offer support to books and readers, documenting the event, participate in the evaluation of the event.

Digital volunteering activity impact:

Raluca Mares (project coordinator) is saying:

for us, the Living Library events have been a real success online. The Living books shared with us that they felt even more comfortable online being in a space of their choice, which gives them the feeling of being safe. From the organizers' perspective, it was very easy to have readers from multiple cities and even countries. The readers were very pleased to be able to participate in events they don't have access to in their own city. Even the participants were remote participants.



Volunteers in the role of librarians, were introduced to the method by participating in an online training. The rate of participation to events afterwards was very high. All participants and librarians continued to come to the online events and later to the live living libraries. The librarians stayed motivated to continue being involved during face-to-face and online Living Library events. It was a life changing event for everybody involved.

Find more information here:

- <https://en.artfusion.ro/portfolio/have-you-ever-read-a-human-book/>
- <https://en.artfusion.ro/portfolio/books-without-covers/>
- [International online Living Library](#)

ONLINE CROWDFUNDING CAMPAIGN

for supporting youngsters in doing Service-Learning projects in local communities

The New Horizons Foundation initiated an online fundraising campaign in September 2023 where 10 volunteers were involved as fundraising ambassadors. Their task was to organize personalized social media campaigns to raise funds in the amount of 5000 euros. The funds were destined to finance Service-Learning projects implemented by children and young people nationwide. 10 volunteers were recruited from former beneficiaries, staff or participants in New Horizons Foundation programs. The campaign lasted for 30 days and it was a success. The volunteers were approached online and received an invitation to join the campaign. An online material was prepared for them to guide them technically in planning and implementing the campaign digitally.

The role of the online volunteers:

The role of the volunteers was to create their fundraising page online, to write online messages in social media almost daily, to collect donations using various customized strategies, to communicate with donors, to be present online or face to face at the national award event where the local groups were awarded through the donations, they raised themselves.



Digital volunteering activity impact:

Ale Giurgiu (campaign coordinator) is saying:

for us, the implementation of this online campaign was a great success. 10 fundraising ambassadors chose to get involved. Of these, five were volunteers. After contacting them, they received a guide to implement and customize their own campaign. But, besides the guide, they managed to bring innovation to their campaigns by developing different presentations, videos or messages that touched the souls of the donors. All of them managed to reach their fundraising targets and even exceed them.



I believe that its success was due to the fact that all the volunteers were very aligned with the mission of the organization and the purpose of the campaign, they had digital skills to help them in the campaign, they were in constant contact with the campaign coordinator who offered help at every step and they had the chance to be in contact online with the final beneficiaries. The volunteer were the ones who publicly offered the donations to the groups of children and young people who were going to implement projects in communities at national level.

Find more information here:

- [Galantom Donation Campaign- New Horizons Foundation](#)
- [New Horizons Foundation website](#)

country

GERMANY

organisation

**GEMEINSAM LEBEN UND
LERNEN IN EUROPA E.V.**

PODCAST “WAKEUP! FUTTER FUERSHIRN” (EN: “WAKEUP! FOOD FOR THE BRAIN“)

The podcast team of "WakeUP - Food for the Brain" publishes a monthly episode on socio-political issues. They serve up brain food on topics like sustainability, democracy, and activism. The podcast aims to wake up young people, providing simple and understandable information about current and important topics and demonstrating what everyone can do in everyday life.

In the fact-check segment, essential information on the discussed subjects is provided. Every episode features a special guest who faces five questions, given just five minutes to respond. To ensure the conversation leads to action, each episode concludes with a challenge, because change doesn't happen on its own!

The special thing about the podcast: from research to recording, editing, and publication - the entire project is carried out by a female online volunteer team.

The role of the online volunteers:

The whole podcast team consists of digital online volunteers. In monthly online meetings, they jointly determine the topics for the next episodes. The online volunteers can take on various tasks: guest management, research, editing, updating the website, feedback management, cover design or marketing. The recording and interview with the special guest also take place online. This way, everyone can get involved, regardless of their current location.

Digital volunteering activity impact:

Laura Schneider (project coordinator) is saying:

For me, volunteering in a digital format was the best possibility to have on the one side the option to go abroad or to different cities in Germany for internships etc. but at the same time to be able to volunteer consistently in one NGO without the need to look for volunteer options at every place again. Many of us started volunteering with GLL in Passau but have left Passau and moved somewhere else. Digital formats like Zoom and Trello make it so easy to work together without being at the same location.





I believe that especially for young people it is sometimes difficult to commit themselves for longer period of time for volunteering. They want to go travel, see different things and move to other places.

The flexibility in our working process allows everyone to work independently on his/her part before we bring everything together in our monthly meeting. We then meet via zoom, discuss the new topics, the interview guest and what the episode should be about. What makes it even more fruitful is that this also corresponds with the aim of our podcast. We want to motivate and inspire young people to actively participate in civil society and to stand up for their values wherever they are. Its like this saying on the Berlin wall that summarizes it quite well: Many small people doing many small things in many small places can change the face of the world. This is what we want to achieve with our Podcast and the digitalisation made it possible.

Find more information here:

- <https://www.futter-fuers-hirn.de/>
- https://www.instagram.com/wakeup_futterfuershirn/

insurance in Europe, links to laws, discussions, studies and research on this topic, an open letter to the Czech government, a comparison between health insurance in the USA and in the Czech Republic.

At the same time, it's a professional text with a lot of specific medical expressions. The translation of the website was then used as a background material for another campaign for fair health insurance for children of foreigners with long-term stay and spread information among the Czech public, interested public figures and politicians and so on.

The role of the online volunteer:

HERO CLAN volunteer Anna Kolesnáčová helped translate the PVZPNENIVZP website from English to Czech. In terms of volume, it was about 30 norm pages of text on which the heroine worked at the turn of 2021 and 2022.

Digital volunteering activity impact:

Innesa Vasileyvskaya's is saying about Anna's performance:

The almost three-year journey from the petition to the change in the law was not easy, but we managed it only thanks to people like you and their "going above and beyond" attitude. The translation of the website into Czech was one of the key things, and it was only possible thanks to Anna. Thank you Anna once again for your help in realizing the right to health for 13,500 children of foreigners



I have been introduced to Anna Kolesnáčová through the [Hero Clan](#) organization, the one I turned to during my search for an English-Czech translator for the website of the [PVZP neni VZP](#) initiative. While preparing Czech translation for the English version of the website, Anna has gone above and beyond. Her translations are flawless - the Czech texts are much more than just accurate interpretation of the English ones, each one speaks to the reader and conveys the message the PVZP neni VZP initiative is about.

I am very impressed by Anna's diligence and attention to detail. Apart from translating the texts requested she did a lot of fact-checking work, made sure that external links followed to the Czech version of external resources, cross-checked the existing content vs requested-to-translate-one to be sure she has the latest version and prepared a list of generic suggestions to improve overall user experience and readability. I am proud to say that thanks to Anna's dedication and high standards the PVZP neni VZP initiative has moved to the next level.

Anna has been extremely cooperative and very easy to get along with. I'd love to work with her again in the future and believe she is a great fit for any project, however challenging it might be - Anna's involvement will be a game changer. From January 1, 2024, children under the age of 18 who have a valid long-term residence permit in the Czech Republic will be new participants in the public health insurance.

After a long effort, they will finally not have to be covered by commercial health insurance, which is expensive and often does not cover the cost of necessary health care. In this way, children's access to the health services will be improved, the administration of medical facilities will be simplified and they will be assured that their care will be paid for. Insurance premiums will be paid by their parents.

Media:

- <https://news.expats.cz/czech-news/article/ruling-in-foreigner-s-insurance-harms-families>
- <https://www.patreon.com/ivasilevskaya/about?>
- <https://www.expats.cz/czech-news/article/president-signs-insurance-bill-into-law-but-challenges-remain-for-non-eu-foreigners>

Petition:

- https://www.petice.com/petice_za_vstup_dti_vech_pracujicich_v_r_do_systemu_zdravotniho_pojitni

Law Approval and new health care legislation[2]:

- <https://www.psp.cz/sqw/historie.sqw?o=9&t=387>
- <https://frs.gov.cz/en/changes-from-january-1-2024-regarding-access-to-health-insurance-for-minors-having-long-term-residence-in-the-czech-republic/>

GRAPHIC DESIGN

of a leaflet, business cards and a roll up

Dobromysl z.ú. provides professional social services to children, adolescents and adults with mental and combined disabilities from Beroun (Czech Republic) and the surrounding area. As an optional service, they offer transport in a barrier-free Ford Transit car, as well as a wide range of activities and therapies, including art therapy, music therapy, hippotherapy, canister therapy, occupational therapy and rehabilitation. Several times a year they organize residential outdoor events and long weekends with therapies.

The volunteer task was to prepare the graphic design of a leaflet, business cards and a roll up. Dobromysl z.ú. were looking for a graphic designer who can create an A4 leaflet presenting the social services of the non-profit organization, a related roll up and business cards in a unified layout. They had all necessary texts and layouts ready.

The role of the online volunteer:

HERO CLAN volunteer/hero Milan Kovář created the graphic design of the A4 size leaflet, business cards and a roll up. He presented his ideas, incorporated all the comments or changes and delivered the final products, the print data. All this was done during the spring months of 2023.

Digital volunteering activity impact

NPO's says about Milan's performance: Thanks to the new graphic materials, the NPO will be able to better present itself and the social services to its clients, the public or to the donors and the potential donors. Milan is our gift from heaven, although I don't usually believe in any supernatural, he is the exception that proves the rule. He is very helpful, imaginative, has very valuable insights and thought-provoking suggestions. He is also patient and empathetic to our options. We are really looking forward to working with him again, it seems there will be more than we could have guessed at the very beginning. Thanks again for connecting us. We are indebted to HERO CLAN.



country

AUSTRIA/CARINTHIA

organisation

LERNKRAFT / LERNGARTEN

ONLINE COACHING - LEARNING MOTIVATION

Lernkraft has set itself the task of preserving and promoting children's belief in their ability to learn. The teaching of learning strategies, growth mindset training and the promotion of learning motivation are at the centre of the organisation's activities. During the distance learning period, Lernkraft offered online training for the Lerngarten organisation to promote motivation to learn. The young learners were able to meet online once a week during the time without school and exchange ideas.



Role of the online volunteers:

The trainers were able to reach many young people via Zoom and offer group learning coaching by adapting their learning settings. For many young people, it was a great opportunity for motivation and exchange, as normal meetings were not offered at the time.

country

AUSTRIA/CARINTHIA

organisation

**INITIATIVE FOR THE PROMOTION OF
FREE PLAY – FREISPIELORT**

CROWD INVESTING

The FreiSpielOrt gives children from 0-99 the opportunity to play freely with high-quality & sustainable materials. The FreiSpielOrt is mobile and travels anywhere in Carinthia where we have suitable premises or a play area available and where there is sufficient demand. We are looking for places where children can play freely without having to think about tidying up.



Where they have the opportunity to develop their talents and remain in their subjectivity without judgement. The funds for this activity are used to finance high-quality, sustainable materials for free play (Grimms, Matador, Bioblo, Kapla, Cudoro, etc.). "Free play is like fertiliser for the brain." (Dr Gerald Hüther) As soon as a child plays, it lives up to its inherent potential.

Role of the online volunteers:

The role of the volunteers was to create the startnext.com page and promote it on social media.

Find more information here:
<https://www.startnext.com/freispielort/mehr-infos>

country
GERMANY

organisation
JUUUPORT E.V

ONLINE COUNSELLING FOR CYBERBULLYING & CO!

JUUUPORTe. V. is a non-profit association that supports young people in cyberbullying and other problems on the Internet and promotes respectful behaviour in online communication. Young volunteers from all over Germany, the JUUUPORT scouts, help their peers confidentially with online problems such as cyberbullying, media addiction, sexual harassment, data theft and much more. The counselling is data protection compliant and free of charge.



The role of the online volunteers:

The association trains young people to become JUUUPORT Scouts, who are involved in the project. During the training sessions, the Scout candidates learn the most important basics for their voluntary counselling work from experts in the fields of law, internet and online counselling. The Scouts help their peers with problems and give online seminars.

Find more information here:
• <https://www.juuuport.de/>
• <https://www.instagram.com/juuuport/>

Digitalisation has emerged as a significant trend, influenced in part by the pandemic but extending far beyond it. The move towards digital technologies has fundamentally transformed the operations of non-governmental organisations (NGOs), highlighting the importance of remote work, online collaboration, and virtual communication. This trend mirrors a broader societal shift where technology plays a central role in various aspects of our lives, including how NGOs approach issues such as volunteer management, education and social initiatives.

Through the project “**ProVol Digital- Professional volunteer management and training through digitalisation**” we are offering this Digital Volunteering Handbook for NGOs, volunteer coordinators, and leaders of volunteer activities to get inspired by 20 other organisations experiences in Germany, Austria, Romania and Czech Republic. The aim of this handbook is to inspire and empower other organisations to welcome digital volunteering experiences in their organisations.

“ProVol Digital” is a European project implemented by the following organisation: Gemeinsam Leben und Lernen in Europa – Germany, Eb Projektmanagement – Austria, Dobrovolnické Centrum, z.s., Ústi Nad Labem – Czech Republic, Centrul de Voluntariat Cluj-Napoca – Romania.

“ProVol Digital” aims to explain digitalisation for associations and organisations in an easy and understandable way. Through several handbooks and workshops, the project aims to make more digital volunteering possible and, at the same time, to help existing volunteering opportunities to be managed better through digital tools. This project is created to inspire and empower other organisations to enter the digital sphere as well. And subsequently, more services, help and support from NGOs will be available online. Other results can be found at our website www.professional-volunteering.eu

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