

Request for an Assignment – Online Volunteering – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solution Section –onsite
Effective Date	1 Oct 2021
Applicability	Online Volunteer Modality

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1				Demand generation	Record interactions with partners and organizations in UVP.			
2		HE		Create new online DOA	Go to 'DOAs and click 'New DOA. Choose 'online' and create online DOA based on standard templates in UVP, if needed. Adjust information as needed. Add one 'Online Assignment' per requested Online Volunteers and submit to UNV for review.	OV DOA criteria	Organization owner, Hiring Manager	
3		UNV		Review online DOA	Review online DOA information in UVP against OV DOA criteria. Return to HE with requested edits, if needed, using the 'request edits' function, and sending email. Otherwise proceed with step 5.		MU	
4		HE		Edit online DOA	Edit online DOA based on requested edits from UNV. Re-submit to UNV. Repeat steps 3 and 4 until ready for sourcing.		Organization owner, Hiring manager	
5		UNV		Approve/reject online DOA	Approve submitted online DOA against OV DOA criteria. Reject if non-compliant with criteria.		MU	
6		UVP		Ready for sourcing	Set online DOA to 'ready for sourcing' status		System	

	Responsible party or person	Process step	Description	Documents	System role	Comments
7	UNV	Start sourcing	Under 'DOAs choose online DOA ready for sourcing. Set sourcing channel and start sourcing.		Operations Recruitment User	For online DOAs this step will be performed by OV Associates
8	UVP	Notify host entity	Send notification email to host entity.		System	
9	UVP	Advertise on UVP	Approved online DOA appears on chosen sourcing channels – UVP.		System	
10	HE	Share link via unv.org social media pages	Use share function to share link on social media pages.			
Duplicate online DOA						
1	HE	Duplicate online DOA	Duplicate previously published online DOA using the 'duplicate' function. Adjust content – task description, no. of online volunteers, weeks and availability – as needed. Submit to UNV for review.			Applies to online DOA host entity would like to continue or repeat.

UVP – Unified Volunteering Platform
OVS – Online Volunteering Site
HE- Host Entity
HE AO- Host Entity Account Owner
MU- Mobilization Use