Volunteer and dependant onboarding – Standard Operating Procedure

Responsible Unit	Volunteers Solutions - Onsite
Focal Point	Volunteers Solutions - Onsite
Effective Date	1 October 2021
Applicability	All UN Volunteers (National and International)

1. **ATLAS HCM User Guide**
2. **Unified Conditions of Service**

Processes specific to a particular workflow are indicated by the colours below.

National	
Mission	
H-Duty Station	
Full Funding	

#	Responsible party or person				Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence						
1.	PAn		RPS		Contact HE to ensure onboarding is	Contact HE 3 weeks prior to volunteer arrival to ensure HE is ready to host FF Volunteer and			

	Responsible party or person			Process step	Description	Documents	System role	Comments
				proceeding as planned	all administrative issues have been handled.			
2.	UVP			Change candidate status	Candidate status changes to 'Serving' when start date is reached. UVP is source of truth for contract start and end date.			
3.	HE			Confirm entry on duty	In UVP, complete task to confirm UN Volunteer entry on duty			
4.	OA VM			Hire in ATLAS	Hiring: add job data, nationality, update contract, enter dependants, enrol in health and life insurance, global payroll set up, entry of bank information and payroll distribution		HR Administrator	
5.	OA VM			Hire in Atlas task	Complete UVP 'Hired in Atlas' task in UVP			
6.	PA	FP		Orientation Briefing/Induction	Provide administrative brief to volunteer and dependents on Unified COS, Country Specific information and on using ATLAS E-Services			Country Specific OA
			HEC (EU) ONY (USA)					
	SO							
7	PA	FP		Security briefing	Arrange Security Briefing with UNDSS or UN entities security section.			
8	HE			Host entity induction	Briefing with the Host Entity hiring section. Ensure UN Volunteer has access to equipment and information for the role.			

Responsible party or person		Process step	Description	Documents	System role	Comments
9	PA FP/HE	Check-in support	Check in (bank account, residence permit/visa)			
	SO (except MINURSO = OA)					
10	UVP	Notify GSSU	Once volunteer is hired in ATLAS, UVP send email and create task for GSSU to update banking details in Atlas HCM based on UVP bank information			Applicable for both NUNV and IUNV
11	GSSU	Enter bank details	Enter bank account details in ATLAS HCM for payroll payments.		GP Admin	
12	System (Atlas)	Process pre-departure entitlements	Pay entry lump sum allowance for NUNVs			For national volunteers only.
13	Volunteer	Notify UNV of travel	Complete NUNV travel task in UVP to confirm travel lump sum payment.			Travel lump sum is $200 regardless of actual cost OA VM is notified via task
14	OA VM	Raise travel payment request	Create payment request for NUNV deployment travel.			Travel lump sum is $200 regardless of actual cost
15	Payroll associate	Confirm payment	Approve payment request			
16	Volunteer	Secure permanent residence	Locate permanent residence, have it cleared by security for MORSS compliance			Only applicable to IUNVs and to the duty stations that provides permanent residence.
17	International Volunteer	Personal Effects Inventory	Complete personal effects inventory in UVP via related action.			

#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
	Dependants Arrival (IUNV only)							
1	UN Volunteer			Add dependents to UVP profile	(If not added earlier) add or update dependent information in UVP profile including upload of supporting document			
2	OA VM			Verify dependent	Check supporting documents and confirm (or reject) request to verify dependents			
3	UN Volunteer			Request arrival of dependents	Requesting travel of dependents by completing task in UVP ' request dependent travel'	Request for Dependent Arrival form		
4	OA			Review and approve the request	After the volunteer requests the dependent travel, the VM user gets a task to approve the request			
5	OA			Process payment for dependent	Process 120% travel lump sum to the UN Volunteer dependents travel.			
6	PA	*HEC/FP		Arrange Arrival	Assist volunteer with arrival of dependants including visas, travel arrangements and security clearances.			
	SO							
7	Volunteer			Complete security clearance for dependants	Complete security clearance for dependants. Go to UVP 'My Dashboard' in UVP. Complete the 'Security clearance' task to upload the security clearance confirmation email from UNDSS			

| 8 | OA | Update data in ATLAS | Update dependent information and enrol dependents for medical insurance | | HR Admin | See note here about automated deduction for health insurance premium when 4th/5th dependents join.

UN Volunteers who have 4+ or more dependent joining duty station, follow the instruction how to enrol dependent under health insurance plan as per page no-144 in ATLAS User Guide. Use the correct Insurance deduction for US and Non-US based volunteers

UN Volunteer and eligible dependents with dual insurance from a UN staff member are advised to use the insurance from staff member as their primary insurance and the UNV provided insurance as their secondary.

There is no opting out of UNV provided insurance, as it is an entitlement and a |

							potentially liability when the policies differ.
9	PA	*HEC/FP	Notify of arrival	Inform DSS of arrival			
10	PA	*HEC/FP	Support in getting residence permit	Assist with request for residence permit			Only applicable to the duty stations that has the provision of the residence permit.
	SO						

Abbreviations

CMS – Chief of Mission Support
FP – UNV Focal Point
GSSU – Global Shared Services Unit (Kuala Lumpur)
HEC – **Host entity contact (UNDP Focal Point/UN Agency Focal Point when no UNDP FP support secured)**
OA – Operations Associate (VSC)
OA TL – Operations Associate Team Lead (VSC)
PA – Programme Assistant (Field unit)

UVP- Unified Volunteering Plateform
PAn – Programme Analyst (Field unit)
RPS – Regional Programme Specialist (Regional Office)
SO – UNV Support Officer (mission based)
VSC – Volunteer Service Centre