Person with Disability (PWD)– Standard Operating Procedure for UN Volunteers

Version 01

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solution Section - Onsite
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Applicability	All UN Volunteers

1. **ATLAS HCM User Guide**
2. UNDP Guidance Note on Reasonable Accommodation
3. Reasonable Accommodation flyer (ENG, FRA, ESP)
4. Standard Operating Procedure (Reasonable Accommodation)
5. United Nations Disability Inclusion Strategy (UNDIS)
6. UN_Disability_Inclusion_Strategy_Entity_Technical_Notes.pdf
7. **Guidelines on Consulting Persons with Disabilities**
8. **Agreement between UNDP BMS and UNV**
   A brief history of UNV's journey: UNV and persons with disabilities
9. Links of two new courses developed by UNDP and the UN Secretaries.
   ⁜ **The "UNDIS - Putting Words into Action" is a unique self-paced learning module by the SG Executive Team and the UN System Staff College:** https://www.unssc.org/courses/united-nations-disability-inclusion-strategy-putting-words-action
   ⁜ **Web Accessibility - The cornerstone of digital society(on-line self-paced training) developed by ITU:** https://academy.itu.int/training-courses/full-catalogue/web-accessibility-cornerstone-digital-societyon-line-self-paced-training

No.	Responsible party or person	Process step	Description	Document	System role	Comment
Request for an assignment						
1	PAn/RPS	Demand Generation	For DoA reserved for Person with Disability, share specific DOA template.	DOA template for specific assignments (English)	N/A	
2	HE	Fill accessibility checklist	Only for DoAs reserved for UN Volunteers with disabilities: HE to fill accessibility checklist and/ or if willing to host candidates with disabilities.	Accessibility checklist form (ENG)	N/A	
3	OA-Recruiter/Hiring manager	Readiness assessment with HE	Assessment of HE readiness especially for DoAs reserved for UN Volunteer with disabilities.	Checklist for readiness assessment	NA	
4	PAn / PAs/ RPS	Share materials to HE (Forecast and Generate Demand)	Share online materials on disability inclusion with HE (Provide automated webinar support (share link to online materials).		NA	
5	HE	Confirm RAF and any other cost affiliated in onboarding of Volunteer	- FF Donor: HE confirms whether funding for RAF and any other cost affiliated related to assignments, specifically reserved for persons with disabilities is available. - HE Funded: Confirm whether funding for Reasonable Accommodation is available from side of HE (get	Additional reasonable accommodation and capacity building charge	NA	

			information from readiness assessment step). - UNV Funded: Assignments with UNV will be charged from special voluntary fund (SVF)to pay for the Reasonable accommodations			
6	Mobilization user	Finalize DOA	Support HE in terms of reviewing specific DOA, reserved for persons with disabilities, from inclusion angle in light of PDIS of UN.	DOA template for specific assignments (English);	UVP	UVP tagging "Assignments for PWD" is available to record the assignments
Outreach						
7	VSC/FU/RO/HE	Outreach	Involve donors and HE for specific outreach and as well as other networks/ approaches that works for mobilization and advocacy.	To facilitate an inclusive outreach to candidates with disabilities, following documents need to be considered: o Documents with contacts for outreach to PWDs with contact lists of networks and organizations; o Documents with ideas for successful outreach to candidates with disabilities;	NA	For more details, please refer to Disability Inclusion SOP and linked documents (step 05) in knowledge base From the point of view of UNDP, UNDP-UNV Talent Programme for Young Professionals is continuing and UNDP is deploying volunteers and staff under the programme. From UNV's side, the programme has been

				o Documents with template text for outreach emails; o Flyer and info note on Talent Programme Stories/profiles of UN Volunteers with disabilities		mainstreamed into regular operations with support of joint initiatives such as under the German (BMS) funding and under the Swedish (SIDA) funds.
Candidate Registration in UVP						
8	Candidate	Submit completed registration	Complete registration in UVP with voluntary option to self-disclose their disability.		UVP	If registration process is not fully accessible for the screen reader, kindly share with UNV following information so that we can assist you: Your user ID in UVP The number of the DoA/position you like to apply for. UNV personnel Can then link your profile with the DoA.
9	Service Desk	Support with accessible registration	Should candidates struggle to apply for an assignment, support linking their profile with the DoA they like to apply for (	If registration process is not fully accessible for the screen reader, kindly share with UNV following information so that we can assist you:	UVP	

			Your user ID in UVP The number of the DoA/position you like to apply for. UNV personnel can then link your profile with the DoA.		
Eligibility Checks					
10	OA-Recruiter	Eligibility check	Do eligibility check regarding disability after long listing and treat documentation received confidentially.	Sample of email template	This eligibility check will generate sensitive personal information on health and disability and was therefore saved in restricted section on VSS Sharepoint VSC OA recruiter /Regional Office should inform the HE of the UNOG recommendation about reasonable accommodations after medical clearance (if any) and file the email of UNOG in the volunteer file.

						If questions arise, recruiters can always double check with VSS.
11	OA-Recruiter/HE	Candidate assessment	Host entity are responsible to conduct inclusive selection process and create inclusive team environment in order to ensure equal opportunities for persons with disabilities. Invite candidates for interview, written test, desk review or other assessment as arranged by the host entity, based on their preferences.	[Guideline for inclusive interviews and assessment](#) [Guidance for Supervisor and managers for managing personnel PWD](#)		
Candidate Pre-assignment						
12	OA-VM	Generate Offer and start needs assessment	Generate offer with the assessment of reasonable accommodation documents. Should candidates with disabilities not reach out to VSC focal point proactively, send email to reach out to the selected candidate (needs assessment form and [flyer on reasonable accommodation](#) ENG, FRA, ESP to be attached) along with email.	Knowledge Products Disability Inclusion # 13 and 10) [Need assessment forms are available in step-6 of Share drive folder](#)		Once the candidate accepts the offer, a pre-deployment email is sent by UVP which includes information about a reasonable accommodation, a need assessment form as well as flyers of reasonable accommodation in three languages.

						The candidate is supposed to fill out the form and send it to VSC through support@unv.org If during eligibility check the information on type of disability was already disclosed, the need assessment (General) forms form should be selected right away.
13	PAn/RO	Activate Buddy system	Explain the importance of a buddy system to the Host Entity, to support on-boarding (e.g. for finding accessible accommodation and commute, orientation in the office)	Exemplary Flyer Talent Program for young people with disability	FU/RO	Activate Buddy system Note- UNDP-INV Talent Programme is discontinued and UNV follow the regular operations for recruitment for UN volunteers Persons with Disabilities.
14	PAn/RPS	Contact Host Entity (HE) to ensure onboarding of volunteer with disability is proceeding as planned	Contact HE 3 weeks prior to arrival of volunteer with disability to ensure specific information for onboarding is shared with volunteer and supervisor. Offer HE a pre-deployment/ awareness raising webinar to	standard on-boarding emails to supervisors confidential recordings of on-boarding/ awareness raising webinars		

			sensitize for the needs of the onboarding UN Volunteers			
15	PAn/RPS	Reasonable accommodation needs assessment:	Reasonable accommodation needs assessment: The needs assessment form, which upon offer was sent to the UN Volunteers, should be continued filling as needed once UN Volunteer with disability is on-boarded and further needs are clear.	Email template for reasonable accommodation needs assessment.docx	Reasonable Accommodation SOP	See also Disability inclusion SOP and linked documents. **Knowledge**(Step 7 Entry on Duty)
16	HE	Onboarding	Reasonable accommodation fund is requested to support PWD with the assignment. (if applicable, in line with the Description in 5 above)			Not directly related to this SoP but would like to suggest make our Host Entity Toolkit display info for PwD UNVs more visible.
16.1	PAn/UNDP FP	Onboarding	Make sure on-boarding support is available right from beginning (arrival at host country/ office)			Information on on-boarding phase for volunteers with disabilities can be found on Step-7 in Knowledge Base If Host Entities or UN Volunteers have any questions helpdesk colleagues can be contacted.)
		Onboarding	Accessible and inclusive induction training for newly onboarding UN Volunteers with disabilities on			As the recordings contain information on individuals with

17	CDT		learning offers specifically tailored to them as well on regular learning opportunities which includes Assignment Preparation Training (APT) for Youth Volunteers.	Confidential recordings on knowledge base	disabilities they should only be used for internal/ personal training purpose before similar trainings are conducted
End of Assignment					
18	Volunteer/supervisor	Report on volunteer achievement	Collect feedback on disability inclusion specific experiences of: - Supervisors (mid-term, end of assignment) - UN Volunteers with disabilities (mid-term, end of assignment) This information gained through the questionnaires could be made available in the process of re-pooling candidates through uploading the evaluation forms to the profile of the candidate.	Supervisors (mid-term, end of assignment) UN Volunteers (mid-term, end of assignment)	

Note – *There is no official list of medical conditions that constitute disabilities. Medical conditions and disability are not the same things.*

In terms of persons with disabilities, as a general rule, we follow the definition provided in the Convention on the Rights of Persons with Disabilities: "Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."

*We can also ask for proof of disability with candidates, with the understanding that it may take the candidates some time to obtain one, and that not every country issues it. E*ach country has different criteria for the recognition of "disability status".

The assessment is usually conducted by health professionals who evaluate the information regarding health conditions/impairments and the barriers faced by the person (during childhood and adulthood).

Abbreviations:

COS - Conditions of Service

DOA - Description of Assignment

HE – Host Entity

OA – Operations Associate (VSC)

PA – Programme Assistant (Field unit)

PAn – Programme Analyst (Field unit)

PS - Partnership Specialist- External Relations and Communications Section?

RO - Regional Office

RPA - Regional Programme Assistant

RPS – Regional Portfolio Specialist (Regional Office)

VSC – Volunteer Service Centre

VSS - Volunteer Solutions Section

FP – Focal point

CDT – Capacity Development Team