

Worksheet 2: Assessment Cards

EAST Providing Guidance

local and cultural integration, well-being, managing difficult situations

Answer the questions below and mark a number of the scale: “5” = “very well” and “0” = “not at all”

0-1-2-3-4-5 A How well do you assist volunteers with practical matters

0-1-2-3-4-5 A How well do you offer volunteers guidance on discovering local culture and community

0-1-2-3-4-5 A How well do you encourage volunteers to explore the town/city and its region, and connect with the local community

0-1-2-3-4-5 A How well do you encourage volunteers getting to know others

0-1-2-3-4-5 A How well do you provide opportunities to build connections and network

0-1-2-3-4-5 A How well do you support volunteers in their transition process and assist them in dealing with adjustment issues

0-1-2-3-4-5 A How well do you initiate activities that allow volunteers to share something about their culture

_____ ∑ **A Assisting the volunteer in local and cultural integration**

0-1-2-3-4-5 B How well are you aware of and pay attention to specific needs of volunteers regarding well-being

0-1-2-3-4-5 B How well do you encourage volunteers to keep track of their well-being and development

0-1-2-3-4-5 B How well do you propose activities promoting well-being to boost motivation, cope with stress or build resilience

0-1-2-3-4-5 B How well do you raise awareness within the organisation of the importance of volunteers' well-being

0-1-2-3-4-5 B How well do you encourage and support the volunteer's integration with other volunteers, members of the organisation and the local community

0-1-2-3-4-5 B How well do you initiate informal meetings with the volunteer to discuss well-being

0-1-2-3-4-5 B How well do you facilitate the volunteer's access to specialised help when needed and offer information and resources about well-being

_____ ∑ **B Supporting the volunteer's well-being**

0-1-2-3-4-5 C How well do you encourage volunteers to face and tackle challenging problems and difficult situations

0-1-2-3-4-5 C How well do you support volunteers emotionally in difficult moments, during tough times or in crises

0-1-2-3-4-5 C How well do you encourage volunteers to learn from difficult situations and enable volunteers to see them as part of their learning journey

0-1-2-3-4-5 C How well do you empower volunteers to find constructive solutions using their strengths and resources

0-1-2-3-4-5 C How well do you support volunteers in understanding cultural differences and their impact on difficult situations

0-1-2-3-4-5 C How well do you support volunteers in managing conflicts, e.g. through promoting understanding and facilitating communication

_____ ∑ **C Assisting the volunteer in dealing with difficult situations and conflicts**

EAST Providing Guidance Score: _____ (A + B + C)

Worksheet 2: Assessment Cards

SOUTH Increasing impact

learning, programme values, inclusion

Answer the questions below and mark a number of the scale: “5” = “very well” and “0” = “not at all”

0-1-2-3-4-5 D How well do you support the volunteer to see volunteering as a learning experience and raise awareness of oneself as a learner

0-1-2-3-4-5 D How well do you initiate planning and documenting the learning process

0-1-2-3-4-5 D How well do you facilitate ongoing reflection and self-assessment of learning outcomes

0-1-2-3-4-5 D How well do you encourage volunteers to see learning opportunities (“lessons to be learnt”) in difficult moments and challenges

0-1-2-3-4-5 D How well do you assist volunteers in the final self-assessment, formulating competence development and Youthpass writing

0-1-2-3-4-5 D How well do you recognise and acknowledge any progress and achievements in the learning process

0-1-2-3-4-5 D How well do you assist volunteers in the final self-assessment, formulating competence development and Youthpass writing

0-1-2-3-4-5 D How well do you encourage volunteers to integrate their learning journey with their post-project plans

_____ Σ **D Facilitating learning and development**

0-1-2-3-4-5 E How well do you stimulate reflection and discussions on the meaning of the Programme's values

0-1-2-3-4-5 E How well do you stimulate reflection and discussions on Programme's values and their presence in common volunteering activities

0-1-2-3-4-5 E How well do you encourage the volunteer to find ways to foster the Programme's values within the project and the organisation

0-1-2-3-4-5 E How well do you cultivate awareness of and curiosity about the core Programme's values and how they are reflected in the volunteer's activities and those of the organisation

0-1-2-3-4-5 E How well do you inspire and help find new ways of enhancing the Programme's values and their manifestations outside the organisation, in the local community

_____ Σ **E Raising awareness of the ESC Programme's values**

0-1-2-3-4-5 F How well do you provide a true overview of the support needed

0-1-2-3-4-5 F How well do you assist in creating an accessible and safe environment within the organisation

0-1-2-3-4-5 F How well do you raise awareness of diversity and inclusion among the volunteers, in the organisation and the local community

0-1-2-3-4-5 F How well do you help build a support network

0-1-2-3-4-5 F How well do you support the organisation in creating and adapting a strategic plan for volunteers' inclusion and adjusting it where necessary

0-1-2-3-4-5 F How well do you promote inclusion within the organisation

0-1-2-3-4-5 F How well do you regularly review and adjust the support and guidance needed

_____ Σ **F Ensuring inclusion**

SOUTH Increasing impact Score: _____ (D + E + F)

Worksheet 2: Assessment Cards

WEST Enhancing Collaboration

organisational integration, co-operation, documentation

Answer the questions below and mark a number of the scale: “5” = “very well” and “0” = “not at all”

0-1-2-3-4-5 G How well do you help volunteers align their motivations with the hosting organisation’s mission

0-1-2-3-4-5 G How well do you create a supportive environment for volunteers to express and clarify their expectations about their role, activities and responsibilities

0-1-2-3-4-5 G How well do you provide clear information about the rights and responsibilities of volunteers and the organisation in accordance with the ESC guidelines

0-1-2-3-4-5 G How well do you provide volunteers with information about available support systems, e.g. troubleshooting, mentoring

0-1-2-3-4-5 G How well do you help volunteers align their motivations with the hosting organisation’s mission

0-1-2-3-4-5 G How well do you share communication and team cooperation practices to help volunteers integrate into project teams

0-1-2-3-4-5 G How well do you provide insight into the organisation’s culture and support integration and relationship-building

_____ Σ **G Facilitating orientation and integration with the organisation**

0-1-2-3-4-5 H How well do you support volunteers in finding ways to integrate into the organisation and better understand the organisational culture

0-1-2-3-4-5 H How well do you help team members understand their roles and tasks in a team as well as the group dynamics of an intercultural team

0-1-2-3-4-5 H How well do you encourage volunteers to see the bigger picture and the connection between the organisation, the project and the role of the team members

0-1-2-3-4-5 H How well do you support team members in building a team and finding a constructive way of working together and with the organisation

0-1-2-3-4-5 H How well do you facilitate activities related to group well-being and team-building

_____ Σ **H Managing groups and teams**

0-1-2-3-4-5 I How well do you define with the volunteer the mentoring process, including its objectives and expected results, expectations, boundaries, approach and timeline

0-1-2-3-4-5 I How well do you track and document one’s work as a mentor

0-1-2-3-4-5 I How well do you process information gathered in monitoring activities and formulate conclusions

0-1-2-3-4-5 I How well do you document the volunteer’s progress

0-1-2-3-4-5 I How well do you make adjustments regarding improvements/changes

0-1-2-3-4-5 I How well do you make suggestions to the volunteer, project manager and activity coordinator

0-1-2-3-4-5 I How well do you update the project team regularly on mentoring activities

0-1-2-3-4-5 I How well do you communicate any issues related to the volunteer that may be of concern

_____ Σ **I Planning, documenting and reporting**

WEST Enhancing Collaboration Scores: _____ (G + H + I)

Worksheet 2: Assessment Cards

NORTH Ethical Foundations

values, mindset, ethical practice

Answer the questions below and mark a number of the scale: “5” = “very well” and “0” = “not at all”

0-1-2-3-4-5 J How often do you demonstrate value honesty and trustworthiness?

0-1-2-3-4-5 J How important is it for you to commit to high standards and strive for authenticity.

0-1-2-3-4-5 J How much do you intend to provide volunteers with support and guidance that help improve their well-being, learning and development.

0-1-2-3-4-5 J How important is it for you to set a positive example for our volunteers with our behaviour and actions.

0-1-2-3-4-5 J How important is it for you to maintain confidentiality, and set and respect boundaries.

_____ Σ **J Integrity**

0-1-2-3-4-5 K How important is it for you to value that volunteers are willing and able to shape their own path in life through their choices and actions.

0-1-2-3-4-5 K To what extent do you believe that volunteers seek a meaningful and fulfilling voluntary service and are ready to engage in new situations and overcome challenges.

0-1-2-3-4-5 K How often do you support them in setting healthy boundaries in relationships and standing up for themselves and others.

0-1-2-3-4-5 K How important is it for you to support volunteers in becoming more (self-)aware of themselves and their volunteering journey.

0-1-2-3-4-5 K How well do you encourage them to take responsibility for and ownership of their choices and actions.

_____ Σ **K Self-Agency**

0-1-2-3-4-5 L How much do you value equality and equity, mutual respect and fairness in interactions with others.

0-1-2-3-4-5 L To what extent do you believe in the ability of volunteers to learn, change and grow.

0-1-2-3-4-5 L To what extent do you believe in the ability of volunteers to take on challenges with courage and to see their journey as an ongoing opportunity for learning and development.

0-1-2-3-4-5 L How well do you engage with volunteers and others in an ethical manner.

0-1-2-3-4-5 L How well do you strive for transparency, mutual respect and accountability.

_____ Σ **L Dignity**

0-1-2-3-4-5 M How important is it to you to value cooperation, acts of solidarity based on empathy and compassion, and empowering mutual support.

0-1-2-3-4-5 M To what extent do you believe in the power of community and the power of united actions based on a spirit of solidarity founded on diversity and inclusion.

0-1-2-3-4-5 M How well do you approach every interaction with kindness, empathy and compassion.

0-1-2-3-4-5 M How well do you keep an open mind, respecting and including various perspectives and diverse backgrounds

0-1-2-3-4-5 M How well do you help create a safe, supportive and empowering environment.

_____ Σ **M Togetherness**

NORTH Ethical Foundations Score: _____ (J + K + L + M)