

Support for volunteers and staff: important questions to ask

Do your volunteers/staff get positive feedback after missions, calls or projects?
Do volunteers/staff get any other support after missions, calls or projects?

Support anchored in Policy

Is volunteer and staff support anchored in your organisation's policy? Does your management realize the necessity of staff and volunteer?

Do you screen your volunteers/staff for stress reactions and do you assess their needs regularly?

Screening and Assessing

Do your volunteers/staff get a structured ending to missions, calls or projects?

Support after mission

Structured Ending of mission

Selection, Preparation and Training

Is adequate selection, preparation, training adequate in place in all fields of action?

Do you support your volunteers/ your staff after critical incidents?

Support after critical incidents

Documentation and Monitoring

Do you do monitoring and documentation of your support activities?

Ongoing Support

Do you have a system providing ongoing support for your volunteers/staff?

Where to get more information on volunteer/staff support in humanitarian organisations:
<http://www.ifrc.org/Docs/pubs/health/managing-stress-en.pdf>
<http://www.antaesfoundation.org/guidelines.htm>
<http://www.icisf.us/>

