



Yayasan Usaha Mulia
Foundation for Noble Work

VOLUNTEERS HANDBOOK

Yayasan Usaha Mulia
Wisma Subud, House No. 20
Jl. R.S. Fatmawati No. 52
Jakarta 12430
Indonesia
Email: jakarta@yumindonesia.org
Website: www.yumindonesia.org

Table of Contents

1	Introduction	3
2	Volunteer Registration Form	4
3	Volunteer Policies & Procedures	6
4	International Volunteering	10
5	Volunteer Agreement	11
6	Sharing your volunteer experiences	13
7	Volunteer Evaluation Form	14

Yayasan Usaha Mulia (YUM) – Foundation for Noble Work – is a not-for-profit organisation that assists the poor and destitute in Indonesia through social welfare projects.

For more than 40 years we have been undertaking projects in the fields of health, education and community development that aim to assist Indonesians from poor backgrounds regardless of their ethnicity, religion, age or gender. In that time there has been significant development in Indonesia and yet health and education levels remain among the lowest in Asia. Additionally, millions of Indonesian men, women and children continue to live below the poverty line, surviving on less than US\$2 a day.

Our projects today work to address these issues, improving health and education levels and undertaking activities that assist families to generate additional income in the regions of Java and Kalimantan. In all work that we do, we adhere to the YUM values of equity, inclusiveness, sustainability, transparency and working in a holistic manner. We also recognize the importance of faith in the lives of many and seek to meet both the external needs, such as health and education, and the internal needs, including emotional and spiritual, of all the people we work with. YUM is able to operate these projects and provide support to destitute Indonesians thanks to the support from generous individuals and groups from within Indonesia and around the globe.

YUM appreciates the volunteers willing to assist in our projects, and we make a sincere effort to help our volunteers feel at home and to serve effectively. What we lack in financial resources we make up with great team spirit, and it is our hope that YUM's volunteers may experience together with us the satisfying richness of assisting our fellow human beings.

Our Vision

To improve quality of life for Indonesia's poor.

Our Mission

To work with communities in providing holistic and sustainable support in the areas of health, education and community development.

Our Values

Equity

We believe in providing equal services to all regardless of religion, gender, age, race, ethnicity, or health status.

Inclusion

We believe in working inclusively with local communities to ensure effective solutions are identified and implemented in an appropriate way.

Sustainability

We believe in affecting change that can be sustained beyond the life of any single project to deliver continued benefits for communities.

Holistic Approach

We recognize the interconnectedness of issues surrounding poverty and believe in an approach which addresses complex problems in a holistic way.

Transparency

We believe in being accountable for the responsible and effective use of all monies and communicating honestly and openly with all parties.

Inspired By Faith

YUM is a non-denominational organization, but recognizes the power of faith in people's lives and supports this.



VOLUNTEER REGISTRATION FORM

Dear,

In order to help provide you with the work package that best suits you, we kindly ask you to fill out this Registration Form and email it to Jakarta@yumindonesia.org.

Personal Information	
Name	
Address	
City	
Zip code / Postal code	
Country	
Telephone	
Cell phone	
Email	
Date of birth	
Place of birth	
Country	
Passport number	

Whom to contact in case of emergency:	
Name	
Address	
City	
Zip code / Postal code	
Country	
Telephone	
Cell Phone	
Email	
Relationship to volunteer	

Practical Information:	
Do you have experience in doing volunteer work? If yes, specify.	
Do you have experience in working with children?	
During what time frame do you wish to volunteer?	
Is your work part of a program or project from your school?	
What is your motivation to work in Indonesia?	
What are your personal goals and what do you expect from working with YUM?	
Do you have the appropriate visa or do you need assistance?	
Do you speak the Indonesian language?	
What kind of work could you do for YUM before you go to Indonesia?	
YUM will assign you to one or more of the following YUM sites: <ul style="list-style-type: none"> • Jakarta • Cipanas, West Java • Tangkiling, Central Kalimantan Do you prefer a specific site? Where possible, YUM will assign you to the site of your preference.	
Availability Please specify when you will be available and for how long	

Skills & Experience

Do you have any knowledge or skills in the following areas that you may be able to offer us?

- | | |
|---|--|
| <input type="checkbox"/> First Aid Certificate | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Accountancy/book keeping | <input type="checkbox"/> Illustration/graphic design |
| <input type="checkbox"/> Agricultural machinery/chainsaw | <input type="checkbox"/> Planning |
| <input type="checkbox"/> Architect | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> Buildings surveyor | <input type="checkbox"/> Office skills |
| <input type="checkbox"/> Business skills | <input type="checkbox"/> Photography |
| <input type="checkbox"/> Building/Carpentry | <input type="checkbox"/> Practical conservation work |
| <input type="checkbox"/> Children's groups | <input type="checkbox"/> Project management |
| <input type="checkbox"/> Computer skills | <input type="checkbox"/> Publicity |
| <input type="checkbox"/> Databases/Spreadsheets | <input type="checkbox"/> Recruitment |
| <input type="checkbox"/> Ecological/Environmental Studies | <input type="checkbox"/> Teaching/Education/Training |
| <input type="checkbox"/> Qualified electrician | <input type="checkbox"/> Writing /editing |
| <input type="checkbox"/> Events management | <input type="checkbox"/> Sewing/Fashion Design |
| <input type="checkbox"/> Cooking | <input type="checkbox"/> Hairdressing |

Please tell us about any other skills, experiences, qualifications or training that you have gained which you feel may be relevant.

Please attach your resume

Volunteer Policies and Procedures

The purpose of these guidelines is to provide overall guidance and direction to volunteers and staff engaged in volunteer involvement. They do not constitute a binding contractual agreement.

Registering as a volunteer

Registrants are expected to have a proven level of professional or technical skill. It's recommended that they be at least 25 years old, though younger, qualified applicants will also be considered.

For some assignments, knowledge of the Indonesian language at an intermediate level is a must. For most, basic knowledge of Bahasa Indonesia is sufficient.

It is recommended that international volunteers should spend at least 3 weeks at a language school in Yogyakarta before starting their assignment.

To register, complete the *Volunteer Registration Form*. Applications should be received by YUM three months before the anticipated departure date and approved at least eight weeks before the scheduled departure date.

1 Assessment Procedure

- a. Fill out the Volunteer Assessment Form
- b. Provide Resume

2 Passport and Visa

A current passport, issued by your home country to certify your citizenship, is required for international travel. Indonesia requires visitors to have a passport that will be valid for six months after you have left the country.

You will also need a visa for travel to Indonesia, depending on your citizenship and length of stay. Ask the Indonesian embassy or consulate about visa requirements and travel restrictions. Apply for visas as soon as possible: the process can take several months. A tourist-type visa should be sufficient; YUM regrets that it is unable to assist in obtaining other kinds of visas for our volunteers.

Before you leave, photocopy your travel documents. Keep the copies separate from the originals, and leave a set at home.

3 Insurance

While you're abroad, it's important to have health and accident insurance for travelers that includes coverage for emergency evacuation. Travel Protectors (www.travelprotectors.com) is one company that offers insurance for international volunteers.

As soon as you have your Travel Insurance Policy, please email the policy number and contact numbers/email/fax for the company to us. If possible scan and email the policy to us before departing from home.

4 Health Issues

Take all necessary prescription medications and copies of prescriptions with you. Get the required vaccinations, allowing plenty of time to recover from side effects. Find travel and health information on the World Health Organization Web site (www.who.org).

5 Language

It will make your adjustment far easier if, before your arrival, you learn Bahasa Indonesia. It is a fairly simple language and most people find it easy to learn the basic fundamentals. If you can learn a few basic phrases or words before you arrive, you will feel more in control of your environment. Before you leave your home country, local libraries, bookshops and the internet are the best places to find resources.

6 Agreement

All prospective volunteers must consent to the agreement and procedures.

A volunteer will be provided with a **Volunteer Agreement** setting out the terms and conditions of volunteering and will be required to accept and agree to those terms and conditions prior to commencement as a volunteer.

7 Cultural aspects of living in Indonesia

Probably the two most challenging cultural rules for Westerners, are the following:

- **Unmarried men and women are not allowed to be in the same house after 9pm.**
- Unmarried men and women who are in a house together prior to 9:00pm must leave the front door open, and **only be in the central living area of the house, not in the bedrooms.**

Apart from the legal rules, there are the wider cultural norms, which include:

- It's ok, and beneficial, to be physically friendly with members of the same sex. It's not unusual to see two women walking together holding hands, or sitting next to each other with their arms around each other. The same is true of men. It's nothing sexual, rather it's just the way people here express their friendship.
- On the other hand, it is far less acceptable here than in the west, for men and women to physically express affection toward each other.
- When you enter someone's house, it is expected that you remove any footwear before crossing the threshold. You will notice wherever you go, there are always shoes outside. This is partly to keep the dirt outside and also because people often sit on the floor. It also shows respect for the house occupants.
- For men, long trousers and short/long sleeved collared shirts are the accepted dress code. Shoes or closed in sandals should be worn at work. At home T-shirts and shorts or sarongs are fine. It is not socially acceptable for Western men to go bare-chested or wear sarongs outside of the house. We don't want to upset the locals.
- For women, Western dress is fashionable, but showing too much skin is considered poor taste. Ironically (for a westerner) it's not unusual to see a young woman wearing a jilbab (muslim head covering) and a pair of tightly fitting jeans. However micro shorts, strappy barely-there tops, sleeveless t-shirts and very short skirts are seen as inappropriate. Skirts at knee length or longer are acceptable. If you use the swimming pool, bikinis or swimming costumes are the norm; however you will notice many Indonesians wearing costumes with full length sleeves and legs. These are usually Muslims. You may feel more at ease with a less revealing costume while you are here. Topless or nude bathing as in many European beaches, is definitely not ok.
- A loud or open expression of emotion, except amongst family or close friends, is disturbing. To disturb another person's emotions is a real offense. So something that might be seen as fairly normal in the West, like getting angry with an incompetent waiter, in the context of Indonesia would cause the waiter real distress. Once you get to know people well you can be yourself and joke around and say almost

anything, but with strangers, or in a work setting it's important to be calm and understated no matter how frustrated you might be.

- Most Indonesians are Muslim and do not eat pork and drink alcohol. It is acceptable that you drink alcohol, however it should be in the confines of your room/lodging. Please refrain from offering alcohol to the YUM staff and the youth in the community.

For more resources about customs and behaviours in Indonesia, the Australian Volunteers International programs has an extensive list of advice (<http://www.australianvolunteers.com/volunteer/resources/country-specific-information/indonesia.aspx>)

8 Safety Procedures

Be sure to check travel, foreign affairs, and state department Web sites to find out about safety concerns before you leave. Health Volunteers Overseas (www.hvousa.org) offers a wealth of resources for international volunteers.

The following safety procedures are designed for the protection of all.

- a. The minimum age of individual volunteers is 16. This age requirement is waived if the volunteer is a part of a school group.
- b. In a classroom environment, there must be more than one child and one teacher in the room at all times. This is a general policy and applies to both males and females.
- c. If travelling with a volunteer or staff, the children must be with a licensed driver whether on a motor bike or in a car.
- d. The children must be taught that no matter where they are, they should never accept a ride with a stranger.
- e. The children must be taught to not accept food from strangers.

9 Transportation

Volunteer is responsible for **all** transportation while on assignment. Travelling to and from the project will be the volunteer's responsibility, however YUM may be able to assist if appropriate. The volunteer should contact the YUM Head Office for information regarding transportation to and from the projects.

10 Expenses

- Volunteer is responsible for **all** their own expenses, including accommodation and meals.
- YUM provides no reimbursement.

11 Conflict of interest

In the performance of their responsibilities, volunteers have the duty to act in the best interest of YUM and are to refrain from engaging in any activity that gives rise to actual, potential or perceived conflicts of interest (including personal, professional or business) with those of YUM. All volunteers of the organization are required to observe the highest standard of business ethics.

12 Business ethics and conduct

The successful business operation and reputation of YUM are built upon the principles of fair dealing and ethical conduct. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

13 Confidentiality

Volunteers must respect confidential information regarding programs, products and services of YUM to which they are exposed while serving as a volunteer.

14 Dress

A volunteer is required to dress in a neat and presentable fashion in accordance with the activities in which they are authorised to perform. A supervisor will inform the volunteer if they believe that the volunteer's mode of dress is inappropriate for the activities which they are to undertake.

15 Mobile phone

You will need an unlocked mobile phone while here. We can help you arrange to get a local SIM card and phone credit. A local SIM card costs about \$1 and phone credit costs between \$1-10 depending on how much you buy. Calls to overseas via mobile cost around \$3-5 for 15 to 20 minutes, depending on which network you have chosen.

16 Volunteer Termination

Either YUM or the volunteer may terminate the assignment at any time.

International Volunteers

Volunteering abroad can be challenging, but many volunteers feel they have received more than they have given.

Begin preparing early: Start getting ready at least four to six months before your trip.

Establish communication: Correspond with the YUM volunteer coordinator. Exchange contact information, and describe your skills and qualifications.

Have a clear understanding of the volunteer assignment: Know the dates of service, working conditions, and tasks to be accomplished. Work closely with the community, and discuss expectations and goals for the project.

Arrange living and travel accommodations: YUM can assist in finding housing however transportation from the airport or the YUM Head Office to your destination will need to be arranged by yourself or with the help of the volunteer coordinator. Confirm all arrangements before arriving in the country.

Get informed about the country: Read about its history, politics, economics, culture, customs, and climate. Among others, visit the website: www.expats.or.id

Determine whether any immunizations are required or advisable. Communicate with others who have served in the same country.

Funding: YUM is unable to fund volunteer services. It is therefore recommended to explore fundraising opportunities through a number of websites, including Cross-Cultural Solutions (www.crossculturalsolutions.org) and Visions in Action (www.visioninaction.org).

It is hoped the volunteers will foster international understanding and goodwill. Volunteers are expected to be flexible and culturally sensitive, and must maintain standards of behavior that reflect positively on their home country and on YUM.

Always remember that local people are the experts. The most effective international volunteers learn to work in solidarity with the members of the host community, helping them carry out their objectives, offering advice when asked and encouraging them in their work. Ensure that the help and advice you are offering is appropriate and respectful of the local people and culture.



VOLUNTEER AGREEMENT

Dear,

Thank you for your application to volunteer with Yayasan Usaha Mulia (YUM) in

The host (Yayasan Usaha Mulia) and the Volunteer agree to the following terms and conditions:

We, Yayasan Usaha Mulia, will do our best:

- To introduce you to how the organisation works and your role in it.
- Your manager's/supervisor's name is
- To provide a safe workplace.
- To assist in finding a suitable and affordable accommodation during your assignment
- Should any conflict arise between you and us, we will undertake to try to resolve the matter quickly and in good faith, in an open and honest manner.

I,, agree to do my best:

- To work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected
- To follow YUM's rules and procedures, including health and safety, equal opportunities and confidentiality.
- To perform your volunteering role to the best of your ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain the confidential information of the organisation and of its clients;
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- To inform the Project Manager beforehand whenever leaving the project during weekends or holidays.

Volunteer policies

1. The Volunteer shall pay for all expenses incurred in traveling to and from the project and for all accommodations, meals, and other expenses while working at the Project, unless otherwise agreed.
2. The Volunteer shall be responsible for obtaining a visa travel to Indonesia and will provide a copy of her passport and visa to the Host Organization.
3. The Volunteer shall be responsible for securing and paying for medical and accident insurance and for any medical costs associated with traveling to and from the Project and for his/her work at the Project. **The Volunteer shall provide YUM with copies of his/her medical and accident insurance forms prior to departure.**
3. **The Volunteer's placement will be defined by a job description**, which shall be set out in an agreement between the Volunteer and the Project. The Volunteer agrees to

abide by the personnel policies and conditions of service of the Project in so far as they are applicable.

4. The Volunteer agrees to first discuss problems or issues related to the placement with the Project leader or supervisor. If problems or issues cannot be resolved with the Project leader or supervisor, the Volunteer is to consult with the YUM Head Office for assistance.
5. The Volunteer shall inform the Project of any major illness or lengthy absence from his or her work in the Project, stating the date of departure and the estimated date of return, and shall indicate where he/she can be contacted during his/her absence.
6. The Volunteer shall not be involved with or join local political organizations whilst associated with the Project.
7. The Volunteer shall not, without the written agreement of the Project, contribute articles to the news media about YUM.
8. The Volunteer agrees to conduct him or herself at all times in a responsible manner to the credit of him or herself and the Project. The Volunteer shall comply with the laws of his/her host country.
9. In case of any political upheaval or disaster situation in the Project country, where possible the Project will work with the relevant Embassy, governmental organization(s) as well as the YUM Head Office, to assist the Volunteer in getting a quick and safe exit from the Project country.
10. The Volunteer understands that travel or work that is done on behalf of the Project may involve an element of risk or danger to him or herself, which may potentially result in his or her injury or death and/or loss of or damage to his or her belongings and possessions. The Volunteer, for himself/herself, and for his/her heirs, executors, administrators and assigns, agrees that he/she releases the Project, its directors, officers, employees, members and volunteers from any and all actions or causes of actions, claims and demands or costs (including legal fees and court costs), for damages, loss or injury which may have been or may hereafter be sustained by him/herself in consequence of or in any way related to his/her service to the Project, or while traveling to or from the Project. The Volunteer acknowledges that the Project and its directors, officers, employees, members and volunteers, assume no liability for death or for any accident, injury, disease, illness, medical evacuation or disability suffered by the Volunteer in connection with or as a result of such travel and/or work or for loss of or damage to the Volunteer's belongings and possessions, and do not maintain or provide insurance coverage with respect thereto.
11. Volunteer agrees to follow the rules and procedures of the organisation.

By signing this agreement, the Volunteer hereby acknowledges that the terms and implications of this agreement have been fully explained to him or herself and that he or she fully understands and accepts them. However, this agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Signed by:

On behalf of Yayasan Usaha Mulia:

[Name of Volunteer]

[Name of Executive Director]

Date: _____

Sharing Your Volunteer Experiences

You can help foster involvement in your own community or inspire others to take action at the global level by sharing your volunteer experiences. Consider these suggestions:

- Speak to nonprofit and for-profit organizations in your community.
- Write an article for your local newspaper.
- Send your story to YUM. Be sure to include photographs that show the project in action. Describe how you found the volunteer opportunity, who sponsored it, any funding you received, your responsibilities at the site, and the most challenging and rewarding aspects of your volunteer experience.

No matter the strategy you choose, sharing your experience is an opportunity to create dialogue about global and community issues and brainstorm ways to get even more involved. You will find that many people are eager to help, whether it's by contributing their time or making donations.

EVALUATION FORM

Volunteer's Name	
Evaluation Period	
Completed by	

Technical Skills	
-------------------------	--

Professional Skills	below level	at level	above level
<p>Motivating Others <i>Encourages others and recognizes the importance of team work. Creates a supportive culture based on teamwork and helping each other out. Demonstrates a positive attitude and a strong will to accomplish the work to be accomplished. Creates opportunities to reach goals easily by giving clear instructions and defining the objectives. Encourages the team members to create, share ideas, cooperate and succeed.</i></p>			
<p>Learning From and Teaching Others <i>Is actively involved in improving the knowledge and skills of the team by delivering constructive feedback and giving appropriate instructions that will benefit their skill/knowledge development.</i></p>			
<p>Team Building <i>Is able to work in close cooperation with others in order to achieve team objectives. Encourages others to think about, discuss and share ideas.</i></p>			
<p>Multicultural Awareness <i>Demonstrates understanding, sensitivity and acceptance of differing cultures and races. These include ethnic, sexual, cultural, religious values and lifestyles, community values, sexual orientation and disabilities.</i></p>			
<p>Objectives, Strategies and Activities <i>Has the ability to conceptualize and draft project plans that demonstrates the objectives, strategy and activities required and the steps needed to be taken in order to achieve the defined objectives.</i></p>			
<p>Planning and Organisation <i>Can set clear priorities and put in place both short and long term planning of all activities utilizing a variety of evaluation methods as part of an ongoing process to meet the set objectives.</i></p>			
<p>Written Communication <i>Demonstrates ability in written materials (fluency, briefness and understandability for the reader)</i></p>			
<p>Verbal Communication <i>Demonstrates good verbal communication skills (clear, fluent, to the point). Capable of holding attention in front of a group as well as in a one on one situation.</i></p>			
<p>Enthusiasm <i>Shows enthusiasm and involvement. Has the ability to work hard and independently for a long period of time and under tight timelines with a strong</i></p>			

<i>sense of motivation and urgency.</i>			
Initiative <i>Is pro-active, demonstrating organizational skills and the ability to prioritize tasks and handle multiple tasks simultaneously. Creates solutions when challenges, concerns, and frustrations arise. Creates solutions to make self and others happier and motivated, more effective and more productive.</i>			
Power of Persuasion <i>Has the ability to influence the viewpoint and attitude of others at all levels in the organization as well as externally in an effective and professional manner.</i>			
Personal Skills	below level	at level	above level
Clarity <i>Is instinctively open, honest and direct with all concerned.</i>			
Understanding <i>Uses instructional time efficiently and effectively and stays on schedule, respecting others' time.</i>			
Commitment <i>Takes a positive stand and interest in converting own suggestions and those of others to concrete initiatives. Takes personal responsibility for helping to create a culture which facilitates the continued growth of the Learning Center and each of the team members.</i>			
Accuracy <i>Establishes activities, information, documents and procedures in an accurate and effective way and takes responsibility for monitoring correctness and completeness. Follows established Operational Procedures.</i>			
Analytical <i>Identifies and analyzes main issues from side issues and can determine essential issues. Able to identify various systematic actions for improvement of the essential issues.</i>			
Independence <i>Takes steps to improve the work environment. Creates the opportunity to empower self and others and takes responsibility for monitoring self. Takes time to reflect on how we each interact with one another</i>			
Flexibility <i>Shows flexibility in all situations and circumstances. Encourages participatory management and continually asks for ideas and suggestions. Records lessons that have been learned in an effort not to repeat the mistakes. Identifies better ways to improve things</i>			
Confidence <i>Is independent and creates solutions to adapt procedures. Identifies ways to improve initiatives. Capable of taking a stand in all circumstances. Creates solutions to make self and others happier, more effective and more productive.</i>			

<p>Determination <i>Demonstrates the ability to be flexible and determined when challenges occur. Is able to keep focused on the objectives and keep on working effectively and positively with team members.</i> <i>Develops a supportive culture and recognizes that people learn from mistakes.</i></p>			
<p>Immunity to Stress <i>Demonstrates a capability to stay calm, objective, cooperative and flexible in all circumstances and accepts change. Understands the role and responsibilities of others without becoming defensive.</i></p>			