

United Nations Volunteers

Support to the Establishment of a Volunteer Information and Coordination Centre in Sri Lanka

Brief Project Description:

The VOICE project aims to facilitate the process which will lead to establishment of VOICE as a statutory body for promotion of volunteerism with an implementable programme plan that will see the rich heritage of volunteering which exists in Sri Lanka, transformed into a dynamic tool for social development.

The UNV execution phase of this project will involve facilitating the legislative process that will lead to the establishment of VOICE as a statutory body where the GoSL commits itself to sustained support for VOICE as the premier volunteer promotion agency in Sri Lanka.

The project will also develop and cement a collaboration between the GoSL and all sectors of civil society for the development of volunteerism as an important mechanism for poverty eradication, gender equality, youth development and peace-building.

In order for the above long-term goal to be met, the VOICE project aims to build the foundation for an enabling national infrastructure to support volunteering. This will contribute towards volunteerism fulfilling the immense potential that it holds for empowering individuals, and creating strong cohesive communities, which is an important catalyst for development.

The building blocks that the project aims to put in place are the following:

- Promoting Dialogue between all volunteering interests groups so that there is a common understanding and valuing of volunteerism in Sri Lankan society that will lead to a national policy framework for volunteerism
- National Recognition and Promotion of volunteerism and access to reliable information on volunteerism and its contribution towards development
- Appreciation and Support for the diversity of volunteer practices and promotion of best practice models in volunteering and volunteer management
- The development of a strategy for resource mobilisation to sustain volunteering and VOICE as an institution
- Implementation of pilot initiatives aimed at awareness generation for and achievability of MDGs

Through this strategic intervention, UNV confirms its role as a volunteering promotion agency brokering collaboration between national volunteering stakeholders. These stakeholders take ultimate ownership of their own volunteering heritage and shape it to meet the evolving development demands of Sri Lanka, offering the citizens the opportunity to assume extended responsibility towards their individual development and that of the society.

"At the heart of volunteerism are the ideals of service and solidarity and the belief that together we can make the world a better place. In that sense, we can say that volunteerism is the ultimate expression of what the United Nations is all about."

UN Secretary-General: Kofi Annan.

PoverS

SIGNATURE PAGE

Country: Sri Lanka

UNDAF Outcome: Reducing poverty and fostering democratic governance

Expected Outcomes:

1. Achieving the MDGs and Reducing Human Poverty (Service Line 1.2. and 1.3 - *Pro-poor policy reform to achieve MDG targets*)
2. Fostering democratic governance (Service Line 2.6 - *Decentralisation, local governance, and urban/rural development*)

Expected Outputs:

- Improving national mechanisms and capacity to influence anti-poverty programmes as well as monitor poverty and equality.
- Improving the access by the poor to assets and economic and social development services through participatory local governance and stronger local communities and institutions, and capacities and partnerships developed of local governance actors in urban/rural areas for policy formulation, service delivery and resource management, Transparent, participatory and effective mechanisms and institutional capacity for planning and implementation of recovery and development, adopted by national and provincial institutions
- Strengthening capacity of key oversight and accountability institutions in line with their legally mandated roles and responsibilities.

Implementing partner:

United Nations Volunteers Programme (UNV)

Other Partners:

Ministry of Social Welfare and Social Services,
NGO Secretariat, Civil Society Organization

Project Title:	UNV Support to the Establishment of a Volunteer Information and Coordination Centre, VOICE
Project ID:	00051172
Award ID:	00043763
Project Duration:	May 2006-April 2008

Total budget:	316,000 USD
Allocated resources:	
Special Voluntary Fund (SVF)	316,000 USD
Govt In kind contributions :	80,000 USD

Agreed by:

Government of Sri Lanka:

 Viji Jegarasasingam
 Secretary, Ministry of Social Services and Social Welfare

Date: _____

UNDP:

 Miguel Bermeo, UN Resident Coordinator
 and UNDP Resident Representative

Date: _____

UNV

 Ad de Raad, Executive Coordinator

Date: 19/04/06



Annual Work Plan

UNV/PDOG/Office of the Chief

Award Id: 00043763

Award Title: Support to Volunteerism in SL through Volunteer Center

Year: 2006

Report Date: 6/4/2006

Project ID	Expected Outputs	Key Activities	Timeframe		Responsible Party	Planned Budget				
			Start	End		Fund	Donor	Budget Descr	Amount US\$	
00051172	Support to Volunteerism in SL	Miscellaneous	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	11,000.00
		Operational costs	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71400	Contractual Services - Individ	8,000.00
				United Nations Volunteers Prog	70100	UNDP(UNV)	72200	Equipment and Furniture		21,000.00
		Training	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	5,000.00
		Travel	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	20,000.00
		Volunteers + Consultants	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71300	Local Consultants	3,000.00
				United Nations Volunteers Prog	70100	UNDP(UNV)	71500	UN Volunteers		6,000.00
TOTAL										
GRAND TOTAL										
									174,000.00	
									174,000.00	



Annual Work Plan

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Award Id: 00043763

Award Title: Support to Volunteerism in SL through Volunteer Center

Year: 2007

Report Date: 6/4/2006

Project ID	Expected Outputs	Key Activities	Timeframe		Responsible Party	Planned Budget				
			Start	End		Fund	Donor	Budget Descr	Amount US\$	
00051172	Support to Volunteerism in SL	Miscellaneous	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	10,000.00
		Operational costs	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71400	Contractual Services - Individ	5,000.00
		Training	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	72200	Equipment and Furniture	17,000.00
		Travel	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	13,000.00
		Volunteers + Consultants	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71600	Travel	3,000.00
					United Nations Volunteers Prog	70100	UNDP(UNV)	71300	Local Consultants	2,000.00
					United Nations Volunteers Prog	70100	UNDP(UNV)	71500	UN Volunteers	45,000.00
TOTAL										115,000.00
GRAND TOTAL										115,000.00



Annual Work Plan

UNV/PDOG/Office of the Chief

Award Id: 00043763

Award Title: Support to Volunteerism in SL through Volunteer Center

Year: 2008

Report Date: 6/4/2006

Project ID	Expected Outputs	Key Activities	Timeframe		Responsible Party	Planned Budget			Amount US\$	
			Start	End		Fund	Donor	Budget Descr		
00051172	Support to Volunteerism in SL	Miscellaneous	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	4,000.00
		Operational costs	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	6,000.00
		Training	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	74500	Miscellaneous Expenses	5,000.00
		Travel	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71600	Travel	2,000.00
		Volunteers + Consultants	6/4/06		United Nations Volunteers Prog	70100	UNDP(UNV)	71500	UN Volunteers	10,000.00
TOTAL										
GRAND TOTAL										27,000.00

0.0 BACKGROUND AND JUSTIFICATION

0.1 Development Context

Political Situation.

Sri Lanka has been ravaged by almost two decades of ethnically motivated war. Many lives were lost and there are close to 800,000 internally displaced people and about 100,000 people have fled the country. At present the GoSL is engaged in a peace process with the Liberation Tigers of Tamil Ealam (LTTE), but the process is still delicately poised. However there is hope that the peace process will eventually succeed and that there will be a negotiated settlement between these two interest groups leading to lasting peace in the country.

Poverty Situation

Between 25 and 39 percent of the population can be classified as poor. Poverty is predominantly a rural phenomenon and nearly 90 percent of those living in poverty, reside in rural areas.

Natural Disasters

In May 2003, devastating floods and landslides occurred in the southern districts of Sri Lanka. Much damage was inflicted in terms of human life and property. The UNV programme in Sri Lanka and other volunteer agencies were at the forefront of the emergency response and the reconstruction process. The event highlighted the need for disaster preparedness and the co-ordination of volunteer effort.

0.2 Volunteerism Heritage in Sri Lanka

Sri Lanka has along history and rich culture of volunteerism moulded by religion and permeating into all aspects of human activity. In spite of shifting motivations and permutations the impulse for volunteerism has survived to this day. Organised volunteerism has continued to evolve and emerge as an important factor in the economic and social development of the country. Self-help forms of volunteerism in Sri Lanka have made a unique contribution to volunteerism worldwide, both in terms of typology and strategies through the activities of, for example the Sarvodaya Shramadaha Sangamaya and the Sri Lankan Eye Donation Society. As elsewhere in the world, women have also emerged as leaders in the voluntary sector.

0.3 Current Status of the Volunteerism Sector in Sri Lanka

However, the current volunteering sector in Sri Lanka has both strengths and weaknesses. There is a huge gap between the number of volunteers and constructive opportunities for volunteering despite the great needs in communities. There is also a dearth of reliable information about volunteering trends and the needs of the sector. There are few opportunities for volunteer involving organisations to share ideas and learn from each other.

Although there are many local volunteering initiatives, voluntary contributions are largely overlooked, under-utilised and not appropriately recognised. Also volunteer effort is largely uncoordinated which means that its impact is often too diffused to make any lasting impact on development.

Hence for volunteerism to achieve lasting impact in Sri Lanka, it is essential that it be guided in an organised and systematic manner so that it can be a national resource to address national social priorities. As Sri Lanka moves towards a political settlement the time is ideal for the volunteerism to come to the fore as a means of building peace, a sense of national unity and healing the deep wounds of a divided, conflicted past.

0.4 UNV Programme in Sri Lanka

The United Nations Volunteer Programme (UNV) has been an active partner in the development of Sri Lanka for nearly 30 years. In 1974 the first two International UN Volunteers arrived in Sri Lanka to take assignments as nutritionists with the Food & Agriculture Organisation (FAO). Since that time more than 500 UNVs have served with a whole range of host organisations and projects, delivering technical expertise in sectors as diverse as climatology to cottage industry, and cultural heritage to community mobilisation. Through UNV, Sri Lankan volunteers are also sharing their knowledge, skills and experience in the South and Southeast Asia region.

During International Year of Volunteers 2001, the UNV programme in Sri Lanka initiated a research case study on Volunteerism in Sri Lanka, which was conducted by the Institute for Participatory Development (IPID). A key factor highlighted in the final report was the need for an instrument like VOICE to co-ordinate, promote and support volunteering.

In executing this project and establishing VOICE UNV will be consolidating the investment it has made since 2001 by ensuring that a sustainable infrastructure to support volunteerism is established in Sri Lanka to ensure that it fulfils its pivotal role in development in the country.

1.0 VOICE: NEEDS, AIMS & OBJECTIVES

1.1 Needs addressed by VOICE

Through various participatory and consultative processes that have been conducted as a build-up to the current stage, the VOICE initiative recognises and addresses itself to the following needs

- Government needs a partnership with its citizens to assist it in addressing development concerns especially where there are financial and human resource constraints
- Need for a stable cohesive society so that the development agenda is not hampered by conflict and political instability.
- Need for collaboration between government and volunteer involving organisations
- Need for co-ordination of volunteerism (matching resources with demands) for maximum impact
- Need for an enabling policy and legislative environment for volunteerism to thrive
- Need for citizens to participate actively in development
- Need for proper recognition of volunteer effort
- Need for quality information about volunteerism to inform decision making
- Need for capacity building in Volunteer Programme Development & Management
- Need for a sustainable institutional & resource base to support volunteerism

1.2 Project Objectives

- To establish VOICE as a permanent institution for the promotion and support of volunteerism in Sri Lanka
- To develop a supportive national infrastructure for volunteerism
- To develop and implement a resources mobilisation strategy that will ensure the long-term sustainability of VOICE

1.3 Beneficiaries

The successful implementation of this project will have a range of direct and indirect beneficiaries as outlined below.

Government

- Increased civic participation and ownership of development processes
- Increased human capacity for development
- Model for GO/Civil Society collaboration that can be applied other situations

- Increase in Government efficiency
- More stable society

Volunteer Involving Organisations

- Enhanced capacity in volunteer programme management
- Increased human capacity for service delivery
- Enhanced quality of service delivery
- Cost and resource benefits
- Increased community ownership
- Increased and enhanced skills base

Individual volunteers

- Enhanced personal development and increase in skills base
- Increased self-esteem and empowerment
- Increased employability for unemployed volunteers

1.4 Justification for UNV involvement and SVF Funding

By supporting this project, UNV as the designated focal point for the promotion of volunteerism will be fulfilling its mandated role. The proposal assigns UNV the role of catalyst and facilitator of a national process that will ensure that national role-players and stakeholders in volunteerism will be capacitated to sustain the process into perpetuity. As a neutral agency UNV is ideally suited to fulfil this role as it has the skills and experience to facilitate the best outcome.

This investment will be a consolidation of a sustained investment of time and resources since IYV 2001, that has already done much to create the receptive and positive response from both the Government of Sri Lanka and significant civil society formations. The recent visit of PRODEFA consultant¹ Ms. Joan Daries resulted in reconfirmation of the government and civil society support to the intervention. In fact the prior processes have raised expectations within these groups to the extent that there would be a bitter disappointment should the project not be approved for funding. It may also lead to a breakdown in trust between UNV and these stakeholders.

The successful implementation of this project would also generate important knowledge, experience as visibility for UNV as it strives to fulfil its relatively new role in promoting volunteerism worldwide, particularly within developing countries.

2.0 STRATEGY AND APPROACH

2.1 UN Execution Phase

In its UNV execution phase (2 years), the Ministry for Social Welfare will host VOICE, within the NGO Secretariat. Within the UN Executed Phase, VOICE will develop in three stages, each stage will move it closer towards enabling it to sustain itself adequately in the post-UNV execution phase. It will simultaneously develop its organisational and institutional capacity while delivering important services to the volunteering sector. What VOICE does, and how well it does it should be the most significant factor in ensuring its sustainability. Hence it needs to develop a track record of performance as soon as possible. During the UNV execution phase VOICE will also embark on a legislative process that will lead to its establishment as statutory body as has been agreed by the relevant government stakeholders in the PRODEFA mission.

2.2 Development of Programmes

Voice will focus on the following programme areas for intervention:

¹ The report of the PRODEFA consultant Ms. Joan Daries is attached as annex

- **Advocacy** – Promotion of volunteerism (including IVD), Celebrating volunteering including traditional practices and culture, research, lobbying government and other stakeholders
- **Capacity Building** – both internally and externally, governance, volunteer management, research into training needs of the sector
- **Research on V aspects** – leading to informed programme planning and strategic direction, policy and legislation, best practice models, oral heritage
- **Facilitation** – Recruitment & placement of volunteers, Database & website, information & resource centre
- **Networking** – Comprehensive identification of stakeholders, development of national – local and regional linkages for sharing & support, linking with donor agencies
- **Pilot initiatives** – Demonstrating the contribution of Volunteerism to development, especially towards the achievement of MDGs.

Issues of gender, youth, the aged, people with disabilities, minorities and peace-building will be *integrated* into all programme areas.

3.0 PROJECT IMPLEMENTATION STRATEGY

In the recently conducted joint workshop (June 2004) facilitated by the PRODEFA consultant, the various stakeholders (government, international VSOs, civil society and UNDP) agreed upon a three stage process for VOICE to achieve its organisational aims and objectives.

3.1 Stage 1: Setting Up of VOICE 6-9 months

- Signing of agreements between UNV/UNDP and Government of Sri Lanka
- Recruitment and induction of UNV staff to co-ordinate project
- Setting up office base within NGO Secretariat with ICT capacity
- Establishing of National Steering Committee/ Management Board in accordance with guidelines set out in recent PRODEFA workshop with clearly defined Terms of Reference
- Development of Draft Strategic Plan & Draft Programme Plan
- Official Launch of Project (once all the human resources have been recruited, the steering committee has been established and the office has been set up).
- Capacity Building for Steering Committee/Management Board
- Research & Information gathering on volunteer involving organisations and needs throughout Sri Lanka & contribution of volunteerism towards development especially with regards to the MDGs
- Commencement of consultation process for legislation establishing VOICE as a statutory body
- Presentation of Draft Strategic Plan & Programme Plan at a National Workshop /Conference workshop to ensure ownership and endorsement of the participating actors
- Desing of Media & Communication strategy for key advocacy issues
- Monitoring & Evaluation (interim)

3.2 Stage Two: 12- 15 months

- Implementation of pilot initiatives demonstrating the contribution of Volunteerism to development, especially towards the achievement of MDGs
- Development of Comprehensive Resources Mobilisation Strategy & Partnership strategy for implementation
- Continuation of Legislative Process for VOICE as statutory body
- Development of Volunteer Management Modules and implementation of Train the Trainer Programmes
- Consolidation of Volunteering Information and Resource Base
- Development of "volunteer match" database
- Research & Dissemination of Information
- Ongoing Media & Communication Campaign (with special focus on contribution of Volunteerism to achievement of MDGs)

- Design & Implement National Volunteer Awards Programme
- Monitoring & Evaluation (interim)

3.3 Stage Three: 3 months

- Ongoing Programme Implementation
- Enactment of Legislation for VOICE as statutory Body
- Official hand-over of project by UNV to GO/Civil Society collaboration
- Ongoing Resources Mobilisation
- Monitoring & Evaluation
- Strategic Planning
- Appointment of a Director

3.4 Forging Partnerships with Government and Civil Society Organisations

In the consultation process that has contributed to the build-up of the proposal, key partnerships have already been established with select government and civil society institutions. Throughout the implementation process, VOICE will seek to further nurture and strengthen these partnerships to support the VOICE implementation process. Some of the key partnerships that have also resulted in strategic resource and policy support to VOICE are

Government of Sri Lanka

The following government departments have pledged support for VOICE:

- Ministry for Social Welfare – to host Voice within the NGO secretariat
- Ministry for Sport and Youth Affairs – infrastructure support and collaboration for national youth volunteer programmes
- Ministry of Finance – Directorate External Resources / Policy Formulation for Policy, Legislation and monitoring and evaluation

The Ministries for Education, Health, Reconstruction – Reconciliation and Relief (keeping in mind their specific role in achievement of MDGs) will also be invited to form part of the steering committee for VOICE.

These six government departments will serve on the VOICE steering committee and the committee reserves the right to invite other ministries to attend meeting in an observer capacity should this be deemed necessary. Hence VOICE will have a strong partnership with GoSL.

Civil Society

A major break-through during the recent PRODEFA mission was the constructive approach of major civil society partners in pledging their support to partner with UNV and GoSL in implementing the VOICE project. The Civil Society will have a very powerful role to play in VOICE as nine representatives will be invited to serve on the steering committee. They will be comprised as follows

- Independent media formation (like the Free Media Movement)
- Private sector formation (Chamber of Commerce)
- International Volunteer Sending Agency (annual rotational representation)
- Recognised NGO Formation representing north & east (Tamil Rehabilitation Organisation)
- Research Institution (Academia)
- Donor Forum
- National NGO Formation
- Sarvodaya
- Additional suggestions – One service organisation Representative per annum rotating (Lions/Rotary etc.) Help-Age Sri Lanka / Girl Guides/ Youth federation.

Apart from this strong partnership with civil society in the governance of VOICE there are also plans to enter into partnership agreements with specific NGO as service providers for certain aspects of the VOICE project implementation plan. In its entire duration of existence, VOICE will continue to explore dynamic partnerships as a long-term sustainability strategy.

5.0 ROLES AND RESPONSIBILITIES

5.1 The VOICE Project itself

The main role of VOICE will be to lead the process that will result in the enactment of legislation that will secure the future of VOICE as a permanent institution for the support and co-ordination of volunteering nationally. Its further aims would be to develop a comprehensive, enabling national infrastructure for volunteering through the implementing of the programmes outlined in 3.

5.2 Government of Sri Lanka

The Ministry for Social Welfare play a key role in partnership with UNV and civil society organisations in partnership with UNV. It will enter into a legal partnership agreement with UNV and ensure that the project is implemented according to the terms of the agreement between the two parties. The Ministry will host VOICE within the NGO Secretariat as the line function responsibility for the project. The Ministry for Social Welfare has also pledged an in-kind contribution by the allocation of office space for VOICE in the Women's Directorate in Nawalla and some seconded human resources.

The Directorate for Policy Development and Implementation, which is now under the jurisdiction of the Ministry of Finance, will play an important role in the implementation and monitoring of VOICE activities. It will also provide guidance in the legislative and policy processes outlined in the project proposal.

Ministry for Sport and Youth: This Ministry will play a leadership role in co-ordinating youth volunteer projects through the national youth Directorate, which has extensive infrastructure resources and networks throughout the country.

5.3 Civil Society Organisations

As the civil society platform anchors majority of the voluntary activities in the country, the CSOs will have a very dominant role in supporting VOICE implementation. The CSOs, in partnership with the GoSL are expected to contribute in mapping and matching the volunteer potential and demand for volunteerism in the country.

Besides they will also play a key role in providing inputs to establishing an enabling legal and policy environment for volunteer contribution and recognition. The civil societies through VOICE will also contribute towards bridging the ethnic and social gaps. The CSOs through their representation in the Steering Committee will play an important part in guiding and monitoring the day to day implementation of the VOICE project, besides providing strategic advice. Additionally, some selected partner NGOs, will also be invited to tender for the implementation of select VOICE activities.

5.4 Role of Project Implementation Team

The Project Implementation Team will be tasked with the following responsibilities

- Carry out all supervisory functions (including work of the UNVs),
- Liaison between government and UNV as well as other partners,
- Organising VOICE activities –Implementation of pilot initiatives, training workshops, exchanges, research activities that support promotion of volunteerism for development with special emphasis on achievement of MDGs.
- Coordination and monitoring of daily activities and functioning,

- Timely reporting to the Secretariat and UNV to ensure a transparent and accountable reporting system,
- Creating opportunities for sharing of information and outreach to local volunteers,
- Provide semi-annual progress reports which will include: inputs/outputs, progress-to-date, action-to-follow, problems/constraints, and budget status;
- Provide a final report at the end of the project including purpose of the project, objectives met, outputs produced and identify other findings, lessons or recommendations for continuation and sustainability,
- Document project activities and results and liaise closely with mass media to raise awareness through articles, stories, video and photographs
- Organise workshops for review of existing policies and validation of recommended new policies
- Training of Trainer workshops for volunteers and follow up with community groups.

5.5 United Nations Development Programme (UNDP)

Through the support and recognition it enjoys from the government, UNDP will provide overall coordination responsibility and present the project to the Government and donors whenever it is required. UNDP will also guide and monitor the implementation of the UNV executed phase.

5.6 Executing Agency (UNV HQ in collaboration with UNV Country Office Team)

- Financial supervision
- Periodic reporting to Government and UNDP
- Ensuring transparency and accountability
- Monitoring and evaluation of activities and performance indicators to ensure that it is in line with expected results
- Ensure a continuous learning process between partners to share and replicate best practices
- With the government, select a suitable NGO partner to implement selected project components and monitor the implementation process.
- Coordination with the government implementing agency

6.0 Criteria for Developing Performance Indicators

In line with the participatory approach of the project design, and although indicators for monitoring and evaluation were selected during the initial project formulation, discussion is still ongoing with the project partners. The selection of appropriate performance indicators and baseline survey will be finally defined and maintained locally by the Nationally selected Advisory Steering Committee of VOICE and other key stakeholders in co-operation with the team of UNVs and the UNV-Unit in Colombo. The project design has included tripartite review meetings between UNV/Govt and NGOs, facilitated by the PRODEFA mission. It remains a key goal of the project to involve all partner organisations in monitoring and evaluating the progress from the early stages of the project to match needs and requirements with the actual output of the project. The performance indicators will be set for the project management and partner organisations involved to be able to compare progress and relate it to project objectives.

7.0 LINKAGES WITH OTHER INITIATIVES

UNV has a rich experience in supporting Volunteer Promotion Centers. Some examples are the SASVO (South African Student Volunteer Organisation). Key learnings from these experiences have been incorporated in the design of this proposal in terms of issues such as neutrality, credibility, civil society representation, institutional sustainability, resource mobilisation strategy etc. This dynamic linkage between the VOICE experience and the experience of other UNV supported Volunteer Promotion Centers is expected to continue during the entire implementation of VOICE.

8.0 MONITORING & EVALUATION

The project will be monitored and evaluated using the existing UNDP/UNV tools for these purpose. Project coordinator will prepare and publish quarterly progress reports, conduct field visit, and coordinate a Tripartite Review towards the end of the project. In order to assess the accomplishments and constraints encountered in the implementation of the project, an internal review will be undertaken with all involved stakeholders and project partners. Envisaged after eight months of implementation, the exact timing of the review will be defined with the partners. Towards the end of the project, it is planned to recruit an external consultant to evaluate the overall performance of the project in terms of achievement of project results, lessons learnt and sustainability of the results. At the beginning of the first year the work plan shall entail an exit strategy as well as provide baseline indicators.

9.0. LEGAL FRAMEWORK

This project will be implemented within the framework of the Standard Basic Agreement between UNDP and the Governments of Sri Lanka. In addition to all other attributes accorded to UNVs under the Standard Basic Agreement, UNVs fielded within the Project shall, consistent with and to the extent provided in the Standard Basic Agreement, be deemed to be "persons providing services" on behalf of UNDP.

10.0 RISKS AND ASSUMPTIONS

- Continued interest on the side of concerned Government institutions,
- High turn out of key partners: NGOs and CBOs
- Continued availability of resources to sustain the Center and follow up activities,
- Legal and administrative framework to support the project activities
- Continuity in the on-going peace process could lead to lack of interest and inaccessibility to project target groups and partners
- Economic contribution of volunteerism reflected in the GDP towards creating an enabling environment for recognition and promotion of volunteerism.

11. INPUTS AND BUDGET

- UN Volunteers:
 - One International UNV = Project Coordinator (Advocacy & Volunteerism Promotion Specialist)
 - One International UNV = Information & Communication Technology Specialist (year 1)
 - One International UNV = (year 2)
 - One National UNV = Data base and information specialist (year 1)
 - One National UNV = Social Mobilization & Participatory Techniques Specialist (year 1&2)
 - One National UNV = Information & Communication Technology Specialist (year 2)
- Equipment (computers for all UNVs, furniture and one vehicle for travel to high security zones)
- Training and workshops
- Electronic communication
- Transportation costs
- Advisory and advocacy support
- UNV monitoring missions and external evaluation
- Sundries

Project Number : SRL/003/V0.
 Project Title : Support to Volunteerism in Sri Lanka Society through a Volunteer Center (VOICE)
 Country : Sri Lanka

BL	Description	Total	2006	2007/2008
		\$	\$	\$
14	UNITED NATIONS VOLUNTEERS			
14.01	IUNV - Project Coordinator (& Advocacy Specialist)	74000	42000	32000
14.02	IUNV - ICT (Development Trainer)	42000	30000	12000
14.03	NUNV - Data Base & Information Specialist	8000	8000	
14.04	NUNV - Social Mobilization & Partic. Tech. Specialist	16000	8000	8000
14.05	NUNV - ICT Training Specialist	10000	2000	8000
14.99	SUBTOTAL UNV	150000	90000	60000
15	MONITORING & EVALUATION			
15.01	In-country Duty Travel	8000	3000	5000
15.99	SUBTOTAL DUTY TRAVEL	8000	3000	5000
16	MISSION COSTS			
16.01	Monitoring	12000	6000	6000
16.02	Evaluation	10000	-	10000
16.99	SUBTOTAL MISSION COSTS	22000	6000	16000
17	NPPP			
17.02	National Consultant - Policy Review & Dev't	3000	1000	2000
17.03	Nat. Consultants - Advocacy and Training	10000	5000	5000
17.99	SUBTOTAL NPPP	13000	6000	7000
19	PERSONNEL COMPONENT TOTAL	193000	105000	88000
20	SUB-CONTRACTS			
21.01	Research Activities	13000	8000	5000
29	COMPONENT TOTAL SUBCONTRACTS	13000	8000	5000
30	TRAINING			
31	Local Training of Trainers	10000	5000	5000
31.1	Sub-regional Short Term Training	10000	5000	5000
32.01	Workshops	25000	10000	15000
33.01	In-service Training Prog Dev't, Curriculum and Review			
39	COMPONENT TOTAL TRAINING	45000	20000	25000
45	EQUIPMENT & SUPPLIES			
45.02	Expendable Equipment (stationary, trainig supplies)	20000	10000	10000
46.01	Non-Expendable Equipment (vehicle, computers)	20000	10000	10000
45.99	COMPONENT LINE TOTAL EQUIPMENT & SUPPLIES	40000	20000	20000
50	MISCELLANEOUS			
51.01	Operation and Maintenance	7000	2000	5000
52.01	Reporting Costs	8000	4000	4000
52.99	SUBTOTAL REPORTING COST	15000	6000	9000
53	SUNDRIES			
53.01	Sundries	10000	5000	5000
53.99	SUBTOTAL SUNDRIES	10000	5000	5000
59	COMPONENT TOTAL MISCELLANEOUS	25000	11000	14000
9301	UNV support cost charges			
99	Budget Total	316000	164000	152000

**UN****Volunteers**

ANNEX I TERMS OF REFERENCE FOR THE UN VOLUNTEERS VOICE – Volunteer Information and Co-ordination Centre

TOR - INTERNATIONAL UNV PROJECT CO-ORDINATOR

Duties and responsibilities:

This UN Volunteer will work under the overall technical supervision of the UNV-Unit in Colombo, UNV Headquarters and will plan activities in consultation with the board of the Volunteer Information Centre and the UNV-Unit in Colombo. S/he will be based in Colombo/Sri Lanka, where the volunteer information centre will be located.

The incumbent will perform the following functions and duties:

1. Co-ordination and supervision of UNV team and other staff of the volunteer information centre.
 - Supervise all technical staff working with the project.
 - Co-ordinate all technical support activities to be provided by the project.
 - Co-ordinate and provide the liaison between the local partner organisation and key stakeholders and the project.
2. Planning and reporting functions within Volunteer Information Centre.
 - Assist and supervise technical support activities initiated by the volunteer information centre.
 - Liaise with the board of the volunteer information centre
 - Monitor the activities and to advise the UNVs.
 - Prepare mid term reports on progress and submit to the UNV-Unit, UNV HQ and to other partners in the project.
3. Resource mobilization. In collaboration with the implementing partners and under guidance of the PO:
 - Contact potential donors and raise awareness and confidence in the role of the Center for capacity development
 - Help mobilize local resources from public and private sector to support demonstration activities and to scale - up the project in order to ensure its sustainability
 - Develop a resource mobilization strategy for UNV and the Center which should be closely linked with the communications strategy
 - Establish and develop co-financing modalities such as trust funds, cost sharing of training programmes and costing of trainings
 - Assist in production and dissemination of information on the achievements of the project to potential donors, government representatives, private sector and civil society groups
 - Ensure cost recovery of overhead costs incurred by the project office in administering activities financed by non-core contributions
 - Keep the PO and Resident Representative abreast of developments related to priorities and concerns of donors within the context of the project.
4. Administrative and management function.
 - Keep all the records of expenditure and accounts as approved by UNV.
 - Prepare financial plan and budget of UNV support activities and demonstration activities of the project.
 - Keep the records of (N)UNV specialist's movement, leaves, and facilitate UNV HQ with personnel issues related to UNV project teams
 - Act as the secretary and focal point for the project National Steering Committee

Skills and qualifications required:

- University degree in business administration, social sciences, planning or related subject
- At least 10 years experience in project management and/or human resource management
- Work experience in resource mobilization or related work
- Fluency in written and oral English communication. Knowledge of Sinhala and/or Tamil would be an asset.
- Good analytical skills.
- Capacity to co-ordinate different activities in parallel and work under pressure
- Ability to work under pressure and manage a cross cultural team environment

United Nations Volunteers

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Email hq@unvolunteers.org <http://www.unvolunteers.org>

UN Volunteers is administered by the United Nations Development Programme (UNDP)



UN

Volunteers

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TOR - INTERNATIONAL UNV INFORMATION TECHNOLOGY SPECIALIST

Duties and responsibilities:

This UN Volunteer will work under the overall supervision of the project co-ordinator. S/he will be based in Colombo/Sri Lanka, where the volunteer information centre will be located.

The incumbent will perform the following functions and duties:

1. Setting up of volunteer information and resource centre and ICT support to all volunteers on IT-issues
 - Assist project co-ordinator in setting up the resource centre in Colombo.
 - Provide ICT support to UNV team.
2. Develop a database of volunteer resources in the three pilot cities;
 - Develop a common database design for information on volunteers, their activities and the volunteer sector
 - Collect baseline information about the available volunteer resources and set up a system for the periodical updating of database.
 - Develop and prepare quarterly newsletter, directory and website.
 - Collect information about good practices and set up a system for the periodical updating of such information.
 - Collect and compile information on the progress of project.
 - Assist other UNV specialists to analyse the data.
 - Write and document guidelines for the use of database.
 - Write procedures for the maintenance and expansion of database after the termination of the project.

Skills and qualifications required:

- University degree in Information technology or related qualification.
- At least 3 years experience in database design and maintenance.
- Excellent training and communication skills are required.
- Experience in running a small local area network is desirable.
- Fluency in English. Knowledge of Sinhala and/or Tamil would be an asset.
- Capacity to work under pressure and in a team environment.



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TOR - NATIONAL UNV SOCIAL MOBILIZATION and PARTICIPATORY PLANNING SPECIALIST

Duties and Responsibilities:

This UN Volunteer will work under the overall supervision of the project co-ordinator. S/he will be based in Colombo/Sri Lanka where the volunteer information centre will be located, and the incumbent will work together with government partners and volunteer groups.

The incumbent will perform the following functions and duties:

1. Advise and assist the government, volunteer organisations and other stakeholders on activities of the volunteer information centre and establish partnerships and networks.
 - Establish contacts between authorities and volunteer organizations.
 - Facilitate the dialogue between them and sensitise them to the importance of volunteerism in the development of Sri Lanka
 - Disseminate the project concept and activities between volunteer organisation and other stakeholders.
 - Mobilize the grassroots volunteer organisation and local communities to take interest in the project.
 - Advise and assist them on ways to use local volunteer resources.
 - Where needed help build the capacity of volunteer organizations
2. Assist other team members and resource centre.
 - Facilitate the communication between stakeholders and Volunteer Information Centre.
 - Facilitate the collection of data on the good practices and opportunities for volunteerism in local development.
 - Assist volunteering specialist in carrying out the demonstration activities.

Skills and qualifications required:

- University degree in social sciences, administration or related field.
- At least 3 years of practical experience in participatory techniques and participatory development.
- Excellent outreach and communication skills
- Fluency in English and excellent knowledge of either Sinhala or Tamil.
- Capacity to work under pressure and in a team environment.



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Volunteers

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TOR - NUNV INFORMATION TECHNOLOGY SPECIALIST

Duties and responsibilities:

This UN Volunteer will work under the overall supervision of the project co-ordinator. S/he will be based in Colombo and will work in direct contact with local volunteer groups and other project partners

The incumbent will perform the following functions and duties:

1. Advise and assist the local volunteer groups to achieve project objectives;
 - Establish contacts with local volunteer groups and other interested partners.
 - Sensitise them to the importance of information sharing, collaboration and co-ordination among volunteer (using) organisations.
 - Disseminate the project concept and activities.
 - Advise and assist them on ways to use existing volunteer resources in a co-ordinated way.
 - Mobilize resources for the demonstration activities, extension of project and advocacy for online volunteering.
2. Assist other team members and resource centre.
 - Support the UNV Information Technology Specialist with local knowledge about the targeted project beneficiaries and the volunteer sector as a whole. Provide assistance with regard to the implementation of project concept and activities.
 - Collect data on the good practices and opportunities for volunteers and local volunteer organisations.

Skills and qualifications required:

- University degree in public administration, ICT, social sciences or related field.
- At least three years practical experience in social development and/or ICT in developing countries.
- Experience in working with local partner organisations and/or authorities will be preferred.
- Fluency in English and excellent knowledge of either Sinhala or Tamil.
- Capacity to work under pressure and in a team environment.



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Volunteers

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TOR – NATIONAL UNV DATABASE and INFORMATION SPECIALIST

Duties and responsibilities:

This UN Volunteer will work under the overall supervision of the project co-ordinator. S/he will be based in Colombo and will work in direct contact with local volunteer organisation, local authorities and other relevant partner organisations

The incumbent will perform the following functions and duties:

1. Advise and assist the local partners to achieve project objectives;
 - Establish contacts with local authorities and volunteer organizations.
 - Organise the volunteers and volunteer (using) organisations to a common platform and synchronise their activities.
 - Advise and assist them on the benefits of collaboration on common issues in line with the objectives and concept of the volunteer information centre.
 - Provide training where needed to volunteer organisations on the establishment and running of a volunteer/NGO organisation and related issues.
2. Assist other team members and resource centre.
 - Collect data on the volunteer organisations and their activities for the database.
 - Assist other colleagues in the dissemination of project concept and activities.
 - Provide assistance in general with regards to project concept and activities.

Skills and qualifications required:

- University degree in social sciences, public administration or related field.
- At least 3 years of practical experience in the establishment and running of volunteer and/or non-governmental organisations.
- Fluency in English and excellent knowledge of either Sinhala or Tamil.
- Capacity to work under pressure and in a team environment.

Letter to Govt.

දුරකථන : 94-11-2484500
දුරකථන : 94-11-2484600
Telephone : 94-11-2484700
94-11-2484693

ෆැක්ස් : 94-11-2447633
ෆැක්ස් : 94-11-2387153

විද්‍යුත් තැපෑල : info@erd.gov.lk
E-mail : info@erd.gov.lk
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DEPARTMENT OF EXTERNAL RESOURCES
Ministry of Finance and Planning

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Your No.

සහකාර ලේකම් (3 වන මහල)
The Secretariat, (3rd Floor)
ස.අ.ප. 277, කොළඹ 01.
P.O. Box 277, Colombo 01.

Mr. Abu S. Selim,
Country Director
United Nations Development Programme

Dear Mr. Selim,

Implementation of the UNV Supported VOICE Project

This has reference to your letter dated 6th February 2006 enclosing the above project proposal.

We wish to inform you that the government of Sri Lanka is in agreement to implement this initiative under the UNDP assistance.

We look forward to receive the progress of the implementation of the identified activities under the project quarterly please.

Yours sincerely

P.H. Sugathadasa
Director- Technical Assistance Division
For DG/ERD

Copy to: Secretary, Ministry of Women Empowerment and Social Welfare

UNITED KINGDOM OF
07 MAR 2006
OLCANA



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Minister

දුරකථන / දුරකථන / Tel. : 2877121

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MINISTRY OF WOMEN EMPOWERMENT
AND SOCIAL WELFARE

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Your No. :

දිනය :

09/08/2005

Date :

Ms.Cristina Herrero Perez,
UNV Programme Coordinator,
UNDP,
Colombo 7.

Dear Ms.Cristina,

Volunteer Information and Co-ordination Centre (VOICE)

I refer to the discussion you have had with Mr.Ramaweera, Director - Planning of this Ministry on 4th August 2005.

I understand that as an outcome of the International Year of Volunteers marked in 2001 and beyond, the above project has been formulated by your predecessors with the concurrence and assistance of key officials of this Ministry. The NGO Secretariat which is the focal point of this project is under the purview of this Ministry at present and therefore, the subject area of the proposed VOICE project comes under the NGO Secretariat. It is also my understanding that the project has already been approved by the Head Quarters of the UNV.

However, due to heavy involvement of some officials of this Ministry on Tsunami Relief Management and other priority jobs, I would like to propose that prior to the implementation stage it would be preferable to have a brief discussion with officials concerned on implementation mechanism and modalities. In the meantime, you may organize some activities as may be relevant in order to mark the IDV Day that falls on 5th December for which we are also willing to support you. I believe that we can declare open the VOICE Project on 5th December since this Project is a great achievement in the field of volunteer works in Sri Lanka.

I thank you and Ms.Okama for the initiatives taken and keen interest shown on this matter.

I trust that the above is acceptable to you.

Yours sincerely,

A.N.R. Amarathunga,
Secretary