



*State of Israel*  
*Ministry of Social Affairs*  
*Unit for Volunteer Services*  
*Coordinator for Overseas Volunteers*

**Rights and obligations of overseas volunteers working in institutions in Israel, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs**

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad, who come to Israel under the auspices of the Ministry, and for the supervision and monitoring of the receiving social services institutions.

**Age**

The minimum age for volunteering in social services in Israel is 18.

**Health, Health Insurance, Absence of Criminal Record, References**

A volunteer who is accepted for a placement, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs, must:

- a) provide a doctor's certificate of good health prior to arrival in the country.
- b) obtain health insurance prior to arrival in Israel, which will cover the entire period of the volunteer's stay in Israel. No volunteer can be accepted without comprehensive health insurance coverage, and no responsibility for medical treatment of any kind will be accepted by the Unit for Volunteer Services of the Ministry of Social Affairs, or by the receiving institution.
- c) Provide a certificate from the police in the country of origin testifying to an absence of criminal record.
- d) Provide two references testifying to character and background.
- e) On arrival at the receiving institution, sign a declaration of preservation of confidentiality. The declaration will also include an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious materials.

## Requirements of the volunteer during service in the institution

The volunteer is expected to work no less than five days a week, a total of 35 hours per week, and to coordinate all aspects of work with the volunteer coordinator in the institution.

The volunteer must agree to participate in three seminars arranged in Israel for overseas volunteers.

The volunteer must notify the institution two weeks prior to taking vacation, and to inform the institution of exact whereabouts during vacation time and time off.

## Obligations of the Receiving Institution

The receiving institution, in order to obtain approval for the placement of volunteers from abroad will:

1. Provide the volunteer with:
  - a) Adequate sleeping quarters.
  - b) Three meals a day.
  - c) Cost of transportation from lodging to institution.
  - d) Facilities for laundry.
  - e) Pocket money in the sum of NIS 750 per month.
  - f) Cost of a volunteer B4 visa from the Ministry of the Interior. **The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.**
  - g) Volunteer Insurance, in accordance with the laws of the National Insurance Institute. (This is in addition to health insurance stipulated in b) in the section above on Health, Health Insurance, Absence of Criminal Record, References).
  - h) Cost of a volunteer B4 visa from the Ministry of the Interior.
2. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.
3. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
4. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these minimum requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.

5. Enable the volunteer to take two weeks of vacation for every six months of continuous service.
6. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctors certificate must be provided.
7. Appoint a contact person who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions.
8. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.
9. Enable the volunteer, where possible, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 5.
10. Provide a certificate of service on the successful completion of the period of voluntary work.

### **Alternative Placement, Termination of Voluntary Service and Prohibition to Undertake Paid Work**

In the event that either the institution is not satisfied with the work of the volunteer, or the volunteer is dissatisfied with the current placement, the institution will arrange with the CoOV for the transfer of the volunteer to an alternate placement. Notice to this effect must be given to the CoOV at least two weeks prior to the termination of the placement by either side.

A volunteer who, dissatisfied with the current placement, refuses all alternative suggestions, or is still dissatisfied after two alternative placements, will cease to be under the auspices of the CoOV, and will be required to leave the country.

If a volunteer is interested in extending the period of voluntary service in the institution, with the agreement of the Director, or is interested in a further placement in another institution, two weeks notice must be given to the CoOV, so that relevant technical arrangements may be made.

Any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately.



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**Rights and obligations of institutions receiving overseas volunteers**

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad, under the auspices of the Ministry, and for the supervision and monitoring of the receiving social services institutions. No institution may accept volunteers, under the auspices of the Ministry of Social Affairs, without the agreement of the CoOV. An institution interested in receiving volunteers from abroad must apply to the CoOV at least two months in advance of the requested start of the placement.

The CoOV will ensure that the receiving institutions fulfill those obligations required by the Ministry of Social Affairs.

The following requirements must be agreed to be met by the receiving institution in order to obtain approval for the placement of volunteers from abroad in the institution.

The institution will:

1. Provide the volunteer with:
  - a) Adequate sleeping quarters.
  - b) Three meals a day.
  - c) Cost of transportation from lodging to institution.
  - d) Facilities for laundry.
  - e) Pocket money in the sum of NIS600 per month.
  - f) Volunteer Insurance, in accordance with the laws of the National Insurance Institute.
  - g) Cost of a volunteer B4 visa from the Ministry of the Interior. The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.**
  - h) Hebrew language studies, either within the institution or outside.
2. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.

3. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
4. Sign a contract with the volunteer on arrival, that defines the tasks to be performed by the volunteer, as well as the rights and obligations of the volunteer and the institution, that include at least the rights and obligations laid out in this document. The contract will also include a declaration of preservation of confidentiality on the part of the volunteer, and an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious propaganda or information. The institution will make it clear that any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately.
5. Allow the volunteer a period of three days after arrival to settle in before beginning to work.
6. Train the volunteer to carry out the tasks expected, and make clear the expectations of both sides from the volunteer's integration into the institution and work with the staff.
7. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.
8. Enable the volunteer to take two weeks of vacation for every six months of continuous service.
9. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctor's certificate must be provided.
10. Appoint a permanent professional contact person, who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions. Each side should provide feedback in writing once a month, the institution's contact person on the work of the volunteer, and the volunteer on work in the institution.
11. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.

12. Enable the volunteer, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 8.
13. Provide a certificate of service on the successful completion of the period of voluntary work.
14. Notify the CoOV within one week of the early departure of a volunteer from the institution and from the country for whatever reason.

### **Alternative Placement and Termination of Voluntary Service**

In the event that either the institution is not satisfied with the work of the volunteer, or the volunteer is dissatisfied with the current placement, the institution will arrange with the CoOV for the transfer of the volunteer to an alternate placement. Notice to this effect must be given to the CoOV at least two weeks prior to the termination of the placement by either side.

A volunteer who, dissatisfied with the current placement, refuses all alternative suggestions, or is still dissatisfied after two alternative placements, will cease to be under the auspices of the CoOV, and will be required to leave the country.

If a volunteer is interested in extending the period of voluntary service in the institution, with the agreement of the Director, or is interested in a further placement in another institution, two weeks notice must be given to the CoOV, so that relevant technical arrangements may be made.



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**Regulations for Organizations Sending Volunteers from Abroad to Israel**

The Coordinator of Overseas Volunteers of the Ministry of Social Affairs (CoOV) has sole responsibility for the selection and placement of volunteers from abroad and for the supervision and monitoring of the receiving social services institutions. No organization may send volunteers to Israel for placement in social service institutions in Israel, under the auspices of the Ministry of Social Affairs, without the prior agreement of the CoOV.

Volunteers from abroad whose placement is not approved by the CoOV will not be recognized as overseas volunteers in order to receive recommendations to the Ministry of Interior for volunteer visas, nor for any of the rights and privileges afforded to volunteers from abroad by virtue of their recognition as such by the Ministry of Social Affairs.

Organizations sending volunteers for placement under the auspices of the Ministry of Social Affairs must undertake to:

- a. Screen carefully all candidates for volunteer placement in Israel, so that there are no unexpected health, social or behavioural problems that will affect the volunteer's functioning in the volunteer placement.
- b. Provide complete information to the volunteer regarding his obligations and rights as described in this document, and to make clear to the volunteer what may be and what may not be expected from the volunteer placement.
- c. Apply to the CoOV at least two months in advance of the requested start of the placement.
- d. Organize a preparatory seminar for all volunteers before leaving for Israel, which will equip them with complete information and background to enable them to perform the volunteer task in a way expected of them.
- e. Make clear to the volunteer that participation in three seminars, arranged in Israel during the period of volunteer placement, is obligatory and not optional.



- f. If the sending organization receives payment of any kind from the volunteer, it must be made absolutely clear to the volunteer, that the payment is made solely to the organization as a handling fee for selection and acting as an intermediary with the Israel Ministry of Social Affairs, and to dispel any expectation on the part of the volunteer, that any part of the fee is transferred to the Ministry in exchange for any service whatsoever.

### **Requirements of the volunteer in being accepted for placement:**

**Age** -The minimum age for volunteering in social services in Israel is 18.

### **Health, Health Insurance, Absence of Criminal Record, References**

A volunteer who is accepted for a placement, under the auspices of the Unit for Volunteer Services of the Ministry of Social Affairs, must:

- a) provide a doctor's certificate of good health prior to arrival in the country.
- b) obtain health insurance prior to arrival in Israel, which will cover the entire period of the volunteer's stay in Israel. No volunteer can be accepted without comprehensive health insurance coverage, and no responsibility for medical treatment of any kind will be accepted by the Unit for Volunteer Services of the Ministry of Social Affairs, or by the receiving institution.
- f) Provide a certificate from the police in the country of origin attesting to an absence of criminal record.
- g) Provide two references attesting to character and background.
- h) On arrival at the receiving institution, sign a declaration of preservation of confidentiality. The declaration will also include an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious materials.

### **Requirements of the volunteer during service in the institution**

The volunteer is expected to work no less than five days a week, a total of 35 hours per week, and to coordinate all aspects of work with the volunteer coordinator in the institution.



The volunteer must agree to participate in three seminars arranged in Israel for overseas volunteers.

The volunteer must notify the institution two weeks prior to taking vacation, and to inform the institution of exact whereabouts during vacation time and time off.

### **Obligations of receiving institutions required by the Ministry of Social Affairs**

The following obligations must be undertaken by the receiving institution in order to obtain approval for the placement of volunteers from abroad in the institution.

The institution will:

11. Provide the volunteer with:
  - a) Adequate sleeping quarters.
  - b) Three meals a day.
  - c) Cost of transportation from lodging to institution.
  - d) Facilities for laundry.
  - e) Pocket money in the sum of NIS 750 per month.
  - f) Volunteer Insurance, in accordance with the laws of the National Insurance Institute.
  - g) Cost of a volunteer B4 visa from the Ministry of the Interior. **The request for a B4 visa must be submitted to the CoOV no later than two weeks after arrival in the country.****
  - h) Hebrew language studies, either within the institution or outside.
12. Send information in English to the volunteer, prior to arrival in Israel about the institution and those under its care, relevant rules and regulations that apply to those working in the institution, as well as information about the surrounding community and available services.
13. Arrange for the volunteer to be met at the airport on arrival by one of its staff or a representative, who will transport the volunteer to the institution.
14. Sign a contract with the volunteer on arrival, that defines the tasks to be performed by the volunteer, as well as the rights and obligations of the volunteer and the institution, that include at least the rights and obligations laid out in this document. The contract will also include a declaration of preservation of confidentiality on the part of the volunteer, and an undertaking on the part of the volunteer not to distribute either in writing or orally, either within the institution or outside of the institution, political or religious propaganda or information. The institution will make it clear that

any volunteer who undertakes paid work, in addition or instead of voluntary service, will be required to leave the country immediately.

15. Allow the volunteer a period of three days after arrival to settle in before beginning to work.
16. Train the volunteer to carry out the tasks expected, and make clear the expectations of both sides from the volunteer's integration into the institution and work with the staff.
17. Expect the volunteer to work no more than five days a week, and a total of 35 hours per week. **The volunteer is expected to meet these requirements of hours of work.** The institution is prohibited from requiring the volunteer to work instead of a regular worker, or to work after midnight.
18. Enable the volunteer to take two weeks of vacation for every six months of continuous service.
19. Enable the volunteer to take sick leave when necessary. If the volunteer needs to take sick leave of more than two days, a doctors certificate must be provided.
20. Appoint a permanent professional contact person, who will be responsible for liaison with the volunteers, and will be sensitive to their needs and questions. Each side should provide feedback in writing once a month, the institution's contact person on the work of the volunteer, and the volunteer on work in the institution.
21. Regard the volunteer as a member of the staff, and provide on-going professional guidance and supervision, ideally at least once a week, to enable successful integration into the life of the institution.
22. Enable the volunteer, to participate in three local or regional seminars, as well as field trips, social gatherings of the institution and its staff, appropriate lectures and community events, in addition to the vacation time stipulated in section 8.
23. Provide a certificate of service on the successful completion of the period of voluntary work.
24. Notify the CoOV within one week of the early departure of a volunteer from the institution and from the country for whatever reason.