



## Refugee UN Volunteers – Workflow overview

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|----------------------------------------------------|----------------------------------------|
| <b>Responsible Unit</b>                            | Volunteer Solutions Section (VSS)      |
| <b>Focal Point</b>                                 | Anna Chyzhkova, Programme Specialist   |
| <b>Approval Date</b>                               |                                        |
| <b>Effective Date</b>                              | TBC                                    |
| <b>Planned Review Date</b>                         |                                        |
| <b>Last Revision Date</b>                          | 05.06.2020                             |
| <b>Summary of Changes (One entry per revision)</b> | The special programme initiative (SPI) |
| <b>Applicability</b>                               | Refugee United Nations Volunteers      |

1. [ATLAS HCM User Guide](#)
2. [VMAM User Guide](#)
3. [Refugee UN Volunteer Conditions of Service](#)
4. [UNV DOA](#)

**Refugee UN Volunteers are a Special Initiative exclusively developed for UNHCR. Therefore all references to Host Entity in this SOP refer to UNHCR**

| Responsible party or person        |                           |                        | Process step        | Description               | Documents                                                                                                                                                                                                         | System role                                                                                                                | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------|---------------------------|------------------------|---------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #                                  | Country presence (PA/PAn) | Country presence (PAn) | No Country Presence |                           |                                                                                                                                                                                                                   |                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>A-Request for an assignment</b> |                           |                        |                     |                           |                                                                                                                                                                                                                   |                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 1.                                 | PAn                       |                        | RPS                 | Demand Generation         | Relationship building/management with partners. Provide information to Host Entity including proforma cost, template for DoA, service request form, COS, guidance note, offline application aid (if needed), etc. | <a href="#">UNV DOA</a><br><a href="#">Offline Application Aid</a><br><a href="#">COS</a><br><a href="#">Guidance Note</a> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2.                                 |                           |                        | HE                  | Request for an assignment | Host Entity requests a RUNV assignment (through UNV Field Unit or Regional Office or through expression of interest on website)                                                                                   | <a href="#">Contact Regional Offices and Field Units</a>                                                                   | Tasks associated with the RUNV assignment have to meet the criteria of the RUNV initiative (e.g. tasks that require the expertise and skills of the refugee community, such as language skills, cultural understanding and knowledge of the national education curriculum of people of concern, etc.); arrangements for payments of VLA, offline support to recruitment and onboarding process based on country-context have to be agreed upon between UNV and HE. |

|    | Responsible party or person |  |  | Process step | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Documents               | System role | Comments                                                                                                                                                                                                                                                                                                                                                |
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| 3. | HE                          |  |  | Develop DOA  | <ul style="list-style-type: none"> <li>Host Entity prepares Description of Assignment (DOA) together with UNV Field Unit or UNV Regional Office;</li> <li>Job title MUST contain the word `Refugee` (e.g. Refugee Programme Assistant)</li> <li>DoA has to be in one of the UNV working languages (EN, FR, ES); In addition to any of the three main languages, should there be a need to translate the DoA to a local language as well, the Host Entity will provide support and disseminate through local networks.</li> </ul> | <a href="#">UNV DOA</a> |             | It is recommended to Host Entity and UNV to discuss at this point the arrangements for payments of VLA, offline support to recruitment and onboarding process based on country-context. Having a plan in advance will reduce time solving bottlenecks caused by potential lack of access of Refugee Volunteers/candidates to IT tools, email and banks. |

|                                                | Responsible party or person |     |     | Process step        | Description                                                                                                                                                         | Documents                            | System role   | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------|-----------------------------|-----|-----|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.                                             | PA                          | PAn | RPS | Create DOA in VMAM  | <p>Create DOA in VMAM – choose `Refugee UN Volunteer` as Volunteer Category</p> <p>Job title MUST contain the word `Refugee` (e.g. Refugee Programme Assistant)</p> |                                      | DOA Processor | <p>Add the following to the Assignment Remark in VMAM:</p> <p>This assignment is for candidates with recognized refugee status in the country of assignment. The following document(s) will be required for eligibility assessment: XXX</p> <p>In an effort to ensure consistency and fair treatment of UN Volunteers in the country in terms of benefits, candidates will be required to self-declare the humanitarian assistance they are in receipt of, which, upon selection will then be assessed, and adjusted as needed.</p> |
| 5.                                             | HE                          |     |     |                     | Provide UNV with Confirmation of Funding                                                                                                                            | <a href="#">Service request form</a> |               | Proforma cost of RUNV is the same as for NUNV Specialist - <a href="#">calculator</a>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6.                                             | PAn/RPS                     |     |     | Approve DOA in VMAM | Approve DOA in VMAM                                                                                                                                                 |                                      | DOA Approver  | DoA Approver should verify the Job title before approving to make sure it begins with `Refugee`                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>B-External Outreach and Call for Launch</b> |                             |     |     |                     |                                                                                                                                                                     |                                      |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

|    | Responsible party or person                                 | Process step           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Documents | System role | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|-------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | OA                                                          | Mark for advertisement | <ul style="list-style-type: none"> <li>• DOA is marked for advertisement on UNV public website (<a href="http://www.unv.org">www.unv.org</a>) specifying the methodologies of the applications (online, offline, etc.)</li> <li>• DOA is further disseminated to relevant channels</li> </ul>                                                                                                                                                                                                                                                                                         |           |             |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2. | OAs (Recruitments and Talent Acquisition), HE, UNV FU (PAn) | External outreach      | <ul style="list-style-type: none"> <li>• Outreach to local NGOs and public institutions for advertising DOA and tapping to local database of candidates if possible; <ul style="list-style-type: none"> <li>○ Offline through posters and community briefings;</li> <li>○ Communication through already established communication channels to ensure that refugee communities are informed;</li> <li>○ Advertisement through other agencies, outreach through institutions, associations and partners;</li> <li>○ In person sessions with refugee communities.</li> </ul> </li> </ul> |           |             | <p>UNV Regional Portfolio Specialists to provide support if needed;</p> <p>Highlight eligibility criteria and potential impact of RUNV assignment on humanitarian assistance ;</p> <p>Accepted application methodologies (online, offline, etc.) should be specified in the vacancy announcement along with needed country-specific documents establishing eligibility (e.g. valid documents confirming refugee status if applicable).</p> |

|                                                  | Responsible party or person | Process step                  | Description                                                                                                                                                                                      | Documents                               | System role | Comments                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 3.                                               | UNV FU                      | Support Call for applications | Support call for application in local language if necessary in different communication channels and/or websites (online/offline), if needed UNV FU will accept and process offline applications. | <a href="#">Offline Application Aid</a> |             | Based on agreement with Host Entity on offline application process , UNV Field Unit may launch call for application in local language and collect application via email, paper application or directly through VMAM call. UNV and Host Entity to agree in advance how offline applications will be collected taking into consideration that UNV may not have presence in the refugee community to collect offline applications easily. |
| <b>Option 1 - Application procedure via VMAM</b> |                             |                               |                                                                                                                                                                                                  |                                         |             |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1.                                               | Candidate                   | VMAM Registration             | Candidate registers in VMAM and completes profile                                                                                                                                                |                                         |             | vmam.unv.org                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2.                                               | Candidate                   | Applies for assignment        | Candidate submits application for advertised position                                                                                                                                            |                                         |             |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Option 2 – Offline application</b>            |                             |                               |                                                                                                                                                                                                  |                                         |             |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1.                                               | PA/HE                       | Applies for assignment        | If and where needed, FU and Host Entity support the candidates with access to computer and internet.                                                                                             | <a href="#">Offline Application Aid</a> |             | UNV FU/Host Entity Field Office can support process if necessary on the ground either by completing the VMAM profiles together with candidates or collecting their data and entering their data into VMAM later                                                                                                                                                                                                                        |

|                                               | Responsible party or person | Process step                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Documents                                                                                             | System role | Comments                                          |
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| <b>Candidate Identification and Selection</b> |                             |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                       |             |                                                   |
| 1.                                            | OA                          | Longlist and Shortlisting Candidates | <ul style="list-style-type: none"> <li>• OA verifies refugee status of candidates;</li> <li>• OA must consult Host Entity Protection Unit (if available) for the verification of Refugee status of the candidate before submission of longlist/shortlist of the candidates to Host Entity;</li> <li>• Robust transparent selection process of candidates with the involvement of the local Host Entity team to avoid any discrimination among candidates.</li> <li>• OA longlists/shortlists candidates and submits to Host Entity</li> </ul> |                                                                                                       |             | Host Entity may support the process if necessary. |
| 2.                                            | HE                          | Candidate assessment                 | Conduct candidate assessment (written test, desk review and /or interview)                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <a href="#">Interview checklist</a><br><a href="#">DeskReview</a><br><a href="#">Interview Report</a> |             |                                                   |
| 3.                                            | HE                          | Document selection process           | Document the selection process, clearly indicating the preferred/selected candidate and submit documents to PA (if present) or OA in VSC                                                                                                                                                                                                                                                                                                                                                                                                      | <a href="#">Interview checklist</a><br><a href="#">DeskReview</a><br><a href="#">Interview Report</a> |             |                                                   |
| 4.                                            | PA or OA                    | Upload positive assessment report    | Upload the positive assessment report for selected candidate in VMAM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                       |             |                                                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Responsible party or person | Process step                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Documents                                             | System role               | Comments                                                                                                                                         |
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| 5.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | OA                          | Select the candidate                                  | <ul style="list-style-type: none"> <li>Select the candidate in VMAM (notification send to candidate);</li> <li>Send feedback to not selected candidates</li> </ul>                                                                                                                                                                                                                                                                                                                              |                                                       |                           | If candidate selected offline, VMAM notification process to be followed by informing candidates offline via phone or in person by Host Entity/FU |
| 6.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Candidate                   | Upload documents                                      | <ul style="list-style-type: none"> <li>Candidate accepts the selection and uploads necessary documents (ID documents (if available passport), Education documents, signed self-declaration of all humanitarian assistance received, etc.);</li> </ul>                                                                                                                                                                                                                                           |                                                       |                           | If candidate selected offline, support may be required by Host Entity/PA                                                                         |
| 7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | OA                          | Create Position in ATLAS and assign Chart-of-Accounts | <p>Check and verify documents in VMAM and create Position in ATLAS (See Atlas User guide 1.1 Create a position)</p> <ul style="list-style-type: none"> <li>'Title' in Job information must start with 'Refugee'</li> <li>All other components of position creation should follow National Specialist workflow, e.g. Salary Plan Information: Salary admin plan: CTYY Grade: GP, Step: as per the location of the volunteer</li> <li>Assign CoA as per the Atlas HCM User guide (1.5)</li> </ul> | <a href="#">UNV Atlas HCM User Guide (2020 ).docx</a> | Position administrator or |                                                                                                                                                  |
| <b>Prepare an Offer and Hire</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                       |                           |                                                                                                                                                  |
| <p>Host Entity is responsible to complete the necessary assessment of the RUNV's total allowances and benefits from all sources, and if required, make adjustments to the cash-based humanitarian assistance in an effort to ensure the concept of "equal pay for equal work", and to avoid significant differences in the total allowances between National and Refugee UNVs engaged in the same Operation. The assessment can be based on the self-declaration of the humanitarian assistance that the candidate is in receipt of, and adjusted as needed, by the Cash Based Intervention (CBI) focal point in the HE's operation or in the country at inter-agency level.</p> |                             |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                       |                           |                                                                                                                                                  |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | OA                          | Generate the Offer                                    | Generate the Offer in VMAM                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                       |                           |                                                                                                                                                  |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | OA-TL                       | Approve the Offer                                     | Approve the Offer in VMAM                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                       |                           |                                                                                                                                                  |



|    | Responsible party or person | Process step                                          | Description                                                                                                                                                                                                                                                                                                                                     | Documents                 | System role | Comments                                                                                                                             |
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| 3. | VMAM                        | Sends offer                                           | The link with approved offer package, including Employment Medical Review Questionnaire MS3, is sent to candidate                                                                                                                                                                                                                               | <a href="#">MS.3 form</a> | System      | Support may be required by Host Entity/PA                                                                                            |
| 4. | VMAM                        | Data transfer                                         | Transfer candidate data to UN Office in Geneva Joint Medical services via interface with EarthMed system                                                                                                                                                                                                                                        |                           |             |                                                                                                                                      |
| 5. | VMAM                        | Send instructions                                     | Send medical clearance instructions to candidate via email including link to MS.3                                                                                                                                                                                                                                                               |                           |             | Support may be required by Host Entity/PA                                                                                            |
| 6. | Candidate                   | Offer acceptance                                      | Candidate reviews and accepts the offer                                                                                                                                                                                                                                                                                                         |                           |             | Support may be required by Host Entity/PA                                                                                            |
| 7. | Candidate                   | Medical exam                                          | Fill in the MS3 form and send form to Medical Services in Geneva by email.<br><a href="mailto:unogmedicalservice@un.org">unogmedicalservice@un.org</a>                                                                                                                                                                                          |                           |             | Support may be required by Host Entity/PA to arrange support from medical professional to ensure medical information confidentiality |
| 8. | Candidate                   | Perform 'medical clearance sent to UNOG' task in VMAM | Perform 'medical clearance sent to UNOG' task in VMAM to notify UNV that the clearance has been emailed.                                                                                                                                                                                                                                        |                           |             | Support may be required by Host Entity/PA                                                                                            |
| 9. | UN Medical Services         | Notify of medical clearance                           | In EarthMed system choose – 'cleared', 'not cleared' or 'more information required'<br><br>If UNOG require more information from the candidate to complete the medical clearance they will contact the candidate directly by email.<br><br>UNOG will notify 'cleared' or 'not cleared' via EarthMed-VMAM interface once final decision is made. |                           |             |                                                                                                                                      |

|    | Responsible party or person | Process step                       | Description                                                                                                                                                                 | Documents                             | System role                                                                         | Comments                                                                                                                                                                                                               |
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| 10 | VMAM                        | Notify of clearance outcome        | Send notification. For cleared and not cleared send to OA, OA TL, PA, hiring manager, supervisor and candidate.<br><br>For 'more information required' notify OA and OA TL. |                                       |                                                                                     | VMAM notification process to be followed by informing candidates offline via phone or in person by Host Entity/PA                                                                                                      |
| 11 | Candidate                   | Mandatory Trainings                | Candidate undertakes trainings and uploads certificates on his /her myPage.                                                                                                 |                                       |                                                                                     | Support may be required by Host Entity/PA<br><br>If language barrier or access to IT tools prevents online training completion, arrangements <u>must be made</u> to replace them with in-person briefings and training |
| 12 | Candidate                   | Upload beneficiary form            | Complete beneficiary form and upload in VMAM                                                                                                                                |                                       | <a href="#">Beneficiary form</a><br><br><a href="#">Instructions for candidates</a> | Support may be required by Host Entity/PA                                                                                                                                                                              |
| 13 | Candidate                   | Upload banking information in VMAM | Complete banking information form and upload in VMAM                                                                                                                        | <a href="#">Bank info form (NUNV)</a> |                                                                                     | Support may be required by Host Entity/PA                                                                                                                                                                              |
| 14 | OA                          | Generate contract                  | When commencement of service date is known, perform 'generate contract' task in VMAM.                                                                                       |                                       |                                                                                     |                                                                                                                                                                                                                        |
| 15 | Candidate                   | Accept contract                    | In VMAM, perform the 'accept contract' task. The contract becomes available to print                                                                                        |                                       |                                                                                     | Support may be required by Host Entity/PA                                                                                                                                                                              |

|    | Responsible party or person | Process step                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                              | Documents                                              | System role         | Comments                                                                                                                                                                                                                                                                                                |
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| 16 | OA                          | Hire in ATLAS                                                                                                               | <p>Hire Volunteer in ATLAS and enroll to insurance plan, following the <b>National Specialist*</b> workflow.(II)</p> <p>Hire a UN Volunteer (placing Refugee volunteers into National Volunteer paygroup)</p> <p>Update contracts data</p> <p>Enter UN Employment data (Nationality)</p> <p>Verify and update biographical &amp; contact information</p> <p>Enter dependent(s)</p> <p>Enroll in benefits (health and life insurance)</p> | <a href="#">UNV Atlas HCM User Guide ( 2020 ).docx</a> | HR administrator or | Assignments and contracts will be reported on BI by combining VMAM and Atlas data. It is important to follow the National Specialist workflow to make sure that Refugee volunteers receive same entitlements as National Specialist. The only point of difference is 'Refugee' in the Position 'Title'. |
| 17 | OA                          | Request to create Vendor profile in Atlas Finance and Update banking information and Specify Net pay elections in Atlas HCM | OA checks and verifies documents in VMAM and forwards the system notification from VMAM to Global Shared Services Unit (GSSU) to create a Vendor account.                                                                                                                                                                                                                                                                                |                                                        |                     |                                                                                                                                                                                                                                                                                                         |

|                                                                    | Responsible party or person | Process step                                                                                                        | Description                                                                                                                                                                                                                   | Documents                                                                                                                                   | System role                                                    | Comments                                                                                                                                                                                                                                                                                                                                                                    |
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| 18                                                                 | GSSU                        | Confirms creation of Vendor profile and/or Update of banking information and Specify Net pay elections in Atlas HCM | GSSU confirms <ul style="list-style-type: none"> <li>• creation of new Vendor Profile in ATLAS Finance</li> <li>• Update of banking information – Atlas HCM</li> <li>• Update Specify netpay elections – Atlas HCM</li> </ul> | <b>7.3 Maintain Bank Accounts</b><br><b>7.4 Enter Specify Net Pay Elections</b><br><br><a href="#">UNV Atlas HCM User Guide (2020).docx</a> | Finance user for Atlas Finance GP administrat or for Atlas HCM | Vendor profile in Atlas Finance will only be created if requested through VMAM notification. All pay entitlements to National/local UN Volunteers are processed through Atlas HCM/payroll. There is seldom need for a voucher payment and vendor profile should only be created when payment is due to be processed. All other entitlements should be paid through payroll. |
| <b>Onboarding</b>                                                  |                             |                                                                                                                     |                                                                                                                                                                                                                               |                                                                                                                                             |                                                                |                                                                                                                                                                                                                                                                                                                                                                             |
| 1.                                                                 | PA/HE                       | Onboarding volunteers                                                                                               | Provide administrative brief (contract and volunteer management aspects) and pre-assignment training (if necessary)                                                                                                           | Volunteer on-boarding package<br><a href="#">UNVOnboarding</a>                                                                              |                                                                | Content of the substantive mandatory training is responsibility of the Host Entity.                                                                                                                                                                                                                                                                                         |
| 2.                                                                 | Volunteer                   | Online Trainings                                                                                                    | Volunteers must complete UNV mandatory trainings wither directly or through alternative arrangments.                                                                                                                          | <a href="#">Sample-Briefing on UNV Core mandatory courses</a>                                                                               |                                                                | Host Entity with support of UNV Field Unit can arrange alternative trainings covering mandatory training topics in case volunteers have difficulties getting access to internet or computer.                                                                                                                                                                                |
| <b>D-Processing Payroll</b>                                        |                             |                                                                                                                     |                                                                                                                                                                                                                               |                                                                                                                                             |                                                                |                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Scenario 1:</b> Regular process- volunteers have bank accounts. |                             |                                                                                                                     |                                                                                                                                                                                                                               |                                                                                                                                             |                                                                |                                                                                                                                                                                                                                                                                                                                                                             |

|                                                                                                                                                                                                                                                                                               | Responsible party or person |                        | Process step                                                                    | Description                                                                                                                                                                                                                                                                                                            | Documents                                              | System role                                                                                             | Comments                                                             |
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| 1.                                                                                                                                                                                                                                                                                            |                             | OA                     | Assign/update one-time and recurring earnings and deductions (where applicable) | Enter one-time and/or recurring earnings, if applicable                                                                                                                                                                                                                                                                | <a href="#">UNV Atlas HCM User Guide ( 2020 ).docx</a> | HR Admin through one-time upload tool. GP Administrat or directly in HCM and for recurring entitlement. | UNDP GP Admin -for countries where payroll is not centralised in VSC |
| 2.                                                                                                                                                                                                                                                                                            | UNDP GP Admin               | Payroll Associate      | Payroll validation                                                              | Validate payroll results in coordination with HR Admin.*<br>Coordinate with UNDP GP Administrator the recalculation and finalization of the payroll. Indicate cheque option under Specify net-pay elections where applicable<br><br>*Payroll results should be the same as for National specialist in the duty station | <a href="#">UNV Atlas HCM User Guide ( 2020 ).docx</a> | GP Administrat                                                                                          | UNDP GP Admin-for countries where payroll is not centralised in VSC. |
| 3.                                                                                                                                                                                                                                                                                            | UNDP Disbursing officer     | UNV Disbursing officer | Sign off on finalisation of payroll                                             | Indicate in the system that payroll is signed off for finalisation                                                                                                                                                                                                                                                     |                                                        | Disbursing officer                                                                                      | UNDP Disbursing officer                                              |
| 4.                                                                                                                                                                                                                                                                                            | UNDP Copenhagen             |                        | Disbursement                                                                    | Finalize payroll and disbursement of monthly entitlements                                                                                                                                                                                                                                                              |                                                        |                                                                                                         |                                                                      |
| 5.                                                                                                                                                                                                                                                                                            | UNDP Copenhagen             |                        | Pay-slip                                                                        | Generate payslip and share with volunteer on email automatically                                                                                                                                                                                                                                                       |                                                        | GP Admin                                                                                                |                                                                      |
| <b>Scenario 2: Volunteers don't have bank account (but have a valid email account)</b> alternative option is, to agree with UNDP CO and process payments through UNDP (cheque) on monthly basis. (For countries where UNDP uses <u>mobile banking</u> for payments this practice can be used) |                             |                        |                                                                                 |                                                                                                                                                                                                                                                                                                                        |                                                        |                                                                                                         |                                                                      |
| 1.                                                                                                                                                                                                                                                                                            |                             | PA                     | Explore UNDP cheque option                                                      | Explore with UNDP CO possibility of paying through UNDP cheque and inform OA in VSC about this possibility. In countries using mobile money, explore this possibility with UNDP CO (may require UNDP Treasury authorization if not yet in use in the country)                                                          |                                                        |                                                                                                         |                                                                      |

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| 2. |                                        | OA                     | Assign/update one-time and recurring earnings and deductions (where applicable) | Enter one-time and/or recurring earnings, if applicable                                                                                                                                                                                                                                                                   | <a href="#">UNV Atlas HCM User Guide ( 2020 ).docx</a> | HR Admin through one-time upload tool. GP Administrator or directly in HCM and for recurring entitlement. | UNDP GP Admin -for countries where payroll is not centralised in VSC |
| 3. | PA (GP Administrator)<br>UNDP GP Admin | Payroll Associate      | Payroll validation                                                              | Validate payroll results in coordination with HR Admin.*<br>Coordinate with UNDP GP Administrator the recalculation and finalization of the payroll.<br>Indicate cheque option under Specify net-pay elections where applicable<br><br>*Payroll results should be the same as for National specialist in the duty station | <a href="#">UNV Atlas HCM User Guide ( 2020 ).docx</a> | GP Administrator or                                                                                       | UNDP GP Admin-for countries where payroll is not centralised in VSC. |
| 4. | UNDP Disbursing officer                | UNV Disbursing officer | Sign off on finalisation of payroll                                             | Indicate in the system that payroll is signed off for finalisation                                                                                                                                                                                                                                                        |                                                        | Disbursing officer                                                                                        | UNDP Disbursing officer                                              |
| 5. | UNDP Copenhagen                        |                        | Disbursement                                                                    | Finalize payroll and disbursement of monthly entitlements                                                                                                                                                                                                                                                                 |                                                        |                                                                                                           |                                                                      |
| 6. | UNDP Copenhagen                        |                        | Pay-slip                                                                        | Generate payslip and share with volunteer on email automatically                                                                                                                                                                                                                                                          |                                                        | GP Admin                                                                                                  |                                                                      |
| 7. | UNDP CO Finance                        |                        | Issue cheque                                                                    |                                                                                                                                                                                                                                                                                                                           |                                                        |                                                                                                           |                                                                      |
| 8. | Volunteer                              |                        | Get cheque from UNDP local office                                               | Volunteer receives pay slip via email and can go to UNDP local office to pick up cheque                                                                                                                                                                                                                                   |                                                        |                                                                                                           |                                                                      |
| 9. | Volunteer                              |                        | Collect amount from local bank                                                  | Present cheque to local bank and collect amount                                                                                                                                                                                                                                                                           |                                                        |                                                                                                           |                                                                      |

**Scenario 3: Volunteers do not have bank account and do not have an email address** UNV FU and/or Host Entity (PM) will provide support.

|                                            | Responsible party or person | Process step                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Documents                                            | System role                                             | Comments                                                                                                                                                                                                                                                   |
|--------------------------------------------|-----------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                         | PA                          | Email notification                | <p>UNV FU will receive monthly volunteers pay slips. UNV FU will print and distribute to volunteers on monthly basis. Host Entity to assist with distribution</p> <p>In case of low number of Refugee UN Volunteers in the country, email address used for VMAM profile creation may be used. In case of high number of volunteers, one common freemail account can be created and HR Admin requested to enter this email address into Atlas for payslip.</p> <p>Payslip is a personal document, therefore the only UN personnel handling it aside of the volunteer, should be included in the Delegation of authority.</p> |                                                      |                                                         | Delegation of authority needs to be signed beforehand to process this operation by UNV FU                                                                                                                                                                  |
| 2.                                         | Volunteer                   | Get cheque from UNDP local office | Collect their cheque from UNDP Local Office/UNV FU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      |                                                         | UNV will do interventions of the range of options and methodologies used for payment of allowances in cases where bank transfer or access to banking facilities is difficult.                                                                              |
| 3.                                         | Volunteer                   | Collect amount from local bank    | Present cheque to local bank and collect amount                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                      |                                                         |                                                                                                                                                                                                                                                            |
| <b>Assignment and Emergency Management</b> |                             |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                      |                                                         |                                                                                                                                                                                                                                                            |
| 1.                                         | OA                          | Assignment Management             | Assignment management (extension, resignation, support in processing payroll, support with access to VMAM, e-campus) will be handled in accordance with standard SOP. OA will work together with UNV Field Unit in cases of extraordinary circumstances.                                                                                                                                                                                                                                                                                                                                                                    | <a href="#">UNV Atlas HCM User Guide (2020).docx</a> | HR admin for Atlas HCM Authorisation processor for VMAM | <p>OAs are accountable for all actions in ATLAS and VMAM. Data accuracy and files completeness are the responsibility of UNV FU.</p> <p>All queries from volunteers will be directly addressed to <a href="mailto:support@unv.org">support@unv.org</a></p> |

|                                                                                                                                                                                   | Responsible party or person | Process step                                     | Description                                                                                                               | Documents                                                                                                               | System role | Comments |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------|----------|
| <b>Leave Management</b>                                                                                                                                                           |                             |                                                  |                                                                                                                           |                                                                                                                         |             |          |
| <b>Scenario 1: UN Volunteers have valid business email account</b>                                                                                                                |                             |                                                  |                                                                                                                           |                                                                                                                         |             |          |
| 1                                                                                                                                                                                 | PA                          | OA                                               | Leave Management                                                                                                          | Volunteers with valid UN business email address will be managed through eServices/Host Entity's leave management system |             |          |
| <b>Scenario 2: Volunteer do not have an official business email account.</b>                                                                                                      |                             |                                                  |                                                                                                                           |                                                                                                                         |             |          |
| In case Host Entity does not provide UN business email addresses to volunteers, then Host Entity is responsible in managing volunteers' leaves outside systems and duly document. |                             |                                                  |                                                                                                                           |                                                                                                                         |             |          |
| 1.                                                                                                                                                                                | HE                          | Inform OA about the status of leave records      | Inform timely OA in case due to prolonged absence which can affect the contractual status (e.g.: termination of contract) |                                                                                                                         |             |          |
| 2.                                                                                                                                                                                | PA                          | Upload final leave records to volunteer profiles | Upload final leave records to volunteer profiles at the end of assignment to allow processing entitlements by OA          |                                                                                                                         |             |          |

To view all Volunteer Management SOPs and summary workflows [click here](#).

### Abbreviations

OA – Operations Associate (VSC)

OA TL – Operations Associate Team Lead (VSC)

PA – Programme Assistant (Field unit)

PAn – Programme Analyst (Field unit)

RPA-Regional Programme Assistant

RPS – Regional Programme Specialist (Regional Office)

VMAM – Volunteer Management Application Module

VSC – Volunteer Service Centre

HE - Host Entity



