



# Preparing your volunteers for disaster response

## The need for humanitarian training

As the frequency and complexity of humanitarian crises continue to rise, there is increasing demand for, and reliance upon, skilled volunteers to support response efforts.

Volunteers are at the forefront of humanitarian response. They often find themselves providing practical support such as delivering first aid, getting people to hospitals, running food and cash distributions, and helping with vaccination campaigns. Volunteers carry out many different roles and responsibilities, but often lack the skills or experience to be able to respond safely, appropriately and effectively.

## The benefits of Volunteer Essentials training for your organisation

The Humanitarian Leadership Academy aims to raise the standard of humanitarian response by building the skills and expertise of volunteers. We have developed a Volunteer Essentials training package for volunteer and community organisations, which can be tailored to the precise needs of your users. The learning is available on our [Kaya](#) platform; it includes group activities as well as interactive online learning content and scenario-based assessment, providing volunteers with an introduction to effective working and responsible practice during a humanitarian response.

Our offer is a cost-effective way to train large numbers of volunteers based in one location, or spread across multiple geographies. This investment in volunteer development should also increase levels of engagement, contributing to a more invested and satisfied volunteer workforce.

*"It demonstrated to me that there is an amateur and professional level to volunteering and what I have been doing is casual and reactive. I now know that I need to have a deep understanding of the task at hand before offering to volunteer."*

Volunteer who recently completed the course

**'Rather than assisting in the emergency efforts, the presence of many uncoordinated volunteers can actually impede effective emergency responses and create a liability to organisations and to themselves.'**

### **Haiti disaster tourism – a medical shame**

Van Hoving DJ et al. Prehosp Disaster Med. 2010 May-Jun; 25(3):201-2

## **Our training offer**

The training package contains six core modules, which can be tailored to meet the needs of your organisation.

We can also work with you to adapt, translate and develop new content to ensure that it is of relevance to your volunteers and aligned with organisational standards and cultural needs.

## **Six modules of Volunteer Essentials**

- Understanding humanitarian contexts and applying humanitarian principles
- Understanding the aid system and coordination in humanitarian settings
- Accountability in the humanitarian context
- Managing oneself in a pressured and changing environment
- Risk assessments and operating safely and securely at all times
- Communicating in times of crisis

## **What happens after the training?**

We will monitor and evaluate the training to:

- demonstrate the impact on your organisation
- learn from the experience
- improve content delivery in the future

With a thorough understanding of your objectives, we are able to implement appropriate and timely feedback loops. Ongoing monitoring and evaluation is crucial to better understand the impact of the learning and continually improve content delivery.

## **Sustainable and scalable**

To ensure that our learning is sustainable and scalable, we are able to train a cohort of humanitarian 'champions' who would support the training of other peers, expanding the reach of the learning to a much wider audience

We are also able to work with you to develop a participant stewardship plan to support volunteer engagement throughout the programme and following completion.

## **Get in touch**

If you are interested in our Volunteer Essentials learning package and would like more information, get in touch with us at [partnerships@humanitarian.academy](mailto:partnerships@humanitarian.academy)

After discussing your needs, we will provide a quote that matches your requirements.

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