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Erasmus+ Programme  
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# **Train4Coordinators**

**Online training for youth volunteering coordinators on the  
validation of competencies, skills and qualifications**

**YOUTH WORKERS  
RESEARCH REPORT  
MAY 2022**



# PROJECT PARTNERS

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# Introduction

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Volunteering is an excellent example of non-formal learning for young people.

The EU Youth Strategy promotes:

- Greater recognition of the value of voluntary activities and the skills it promotes
- Good working conditions for young volunteers and opportunities for enriching work
- Intergenerational solidarity
- Transnational volunteering

The European Union offers such an opportunity to young people because volunteering is valued as a non-formal learning experience enhancing volunteers' professional skills and competencies, thus contributing to their employability. At the same time, it increases their sense of solidarity, develops their social skills, and promotes active participation in society. It is a win - win situation, where both the volunteer and the community benefit. The Commission has held a long commitment to supporting volunteering opportunities for young people.

Starting in 1996, the European Voluntary Service has allowed more than 100.000 young people to gain a life-changing experience as a volunteer. During the Erasmus+ programme, many more will get the same opportunity. Youth volunteering is usually thought of as a typical form of non-formal learning: the processes and the learning environment are usually organised according to professional principles, learning outcomes are not evaluated using top-down methods and young people engage in the process on a voluntary basis. The educational aims of youth volunteering are broad rather than specific; they are grounded in responses to the needs, cultures, and interests of young people rather than being pre-set; the emphasis is on the process instead of the learning outcomes. Youth volunteering is not about producing learning results; it is more about providing an environment where different young people are able to engage in groups and are able to communicate and share ideas. In order to provide an effective, sustainable environment for volunteering, the EC recommends that the EU institutions and Member States take steps to ensure that national and EU legislation enables and encourages volunteering, protects volunteers and removes legal impediments to their activities. A volunteer-based/centred approach towards youth volunteering will be implemented to ensure the quality, recognition, and competence development of young people.

The rights, dignity and responsibilities of youth volunteers should be recognised and respected and volunteers and their organisations should be aware of them. Specific attention is given to youth volunteering recognising it as a tool for achieving the EU 2020 targets. It is therefore vital that youth volunteering is also included in the national reform programs in Spain, Austria, Turkey, Slovenia, Cyprus, and Greece to ensure its support.

The Train4Coordinators Project  
Project Consortium



# Project Goals

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- Greater understanding of the recent situation and individual needs of youth workers and young volunteers
- Greater understanding of the training needs and gaps in recognition and assessment of competencies.
- Increased knowledge on good examples of youth volunteering with relevant methodologies, pedagogical approaches, reached goals around Europe.
- Increased knowledge on the volunteering benchmark to compare youth volunteering organizations' practices, processes, and products.

## Purpose of the Research

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The survey is part of an Erasmus+ funded project Train4Coordinators that is developed findings of individual needs, training needs and gaps in recognition and assessment of competencies.

No research has been found on the skills and characteristics that youth coordinators should have. In this respect, research and studies on this subject are important in determining the individuals' characteristics and for the youth coordinator candidates to obtain information on this subject. For this reason, this study aimed to determine the skillset expected to be found in youth coordinators. The findings to be obtained because of the study can provide a "preliminary idea" about the "desired skill set in volunteer management" for youth coordinators. Working together, getting support in project management, etc. Although the basic criteria needed for each job are stated in the job requirements forms, it is difficult to say that the personality traits and general behavioural skills expected from the employees, in general, can be fully specified. In this respect, we should state that the studies on the determination of the skills, equipment and behavioural characteristics expected from qualified employees in today's dynamic working life will contribute to the project owners, youth coordinator candidates and decision-makers.

## Intended Data

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Improvement of the youth workers, coordinators and volunteers' knowledge with volunteering benchmark that will include comparative analysis of the youth volunteering organizations practices, processes, and products.

# Target Groups

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- Youth workers
- Youth volunteering coordinators
- Young people who would like to work as a volunteer
- Young people with physical disabilities
- Young people who are refugee or immigrant in partner countries

# Scope of Research

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This research was conducted with youth workers in Spain, Austria, Turkey, Slovenia, Cyprus, and Greece.



# Preparation of Survey Forms

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The questionnaire, accepted by the project consortium, was prepared in English on Google Forms, and translated into local language by each partner.

# Survey Application Technique

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With the prepared questionnaire forms, social media announcements, link sharing, youth workers were asked to fill out the questionnaire.

In addition, the survey links were sent to the managers of the relevant institutions and organizations by e-mail, and they were asked to share with the members, volunteers and students.

The survey was administered online.

## Data Processing Methodology

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The answers given to the forms were automatically taken to the servers. With the completion of the survey process, the answers in all different languages were deduplicated and the open-ended answers were coded and deduplicated.

## Analysis and Reporting

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Analysis and graphics were prepared with a special software.

According to the answers received, investigations, inferences were made and reported.

While preparing the research report, first all the answers to each question were evaluated together, and then they were analyzed on a country-by-country basis.



# **Train4Coordinators**

**2021-1-ES02-KA220-YOU-000028638**

**Online training for youth volunteering coordinators  
on the validation of competencies,  
skills and qualifications**

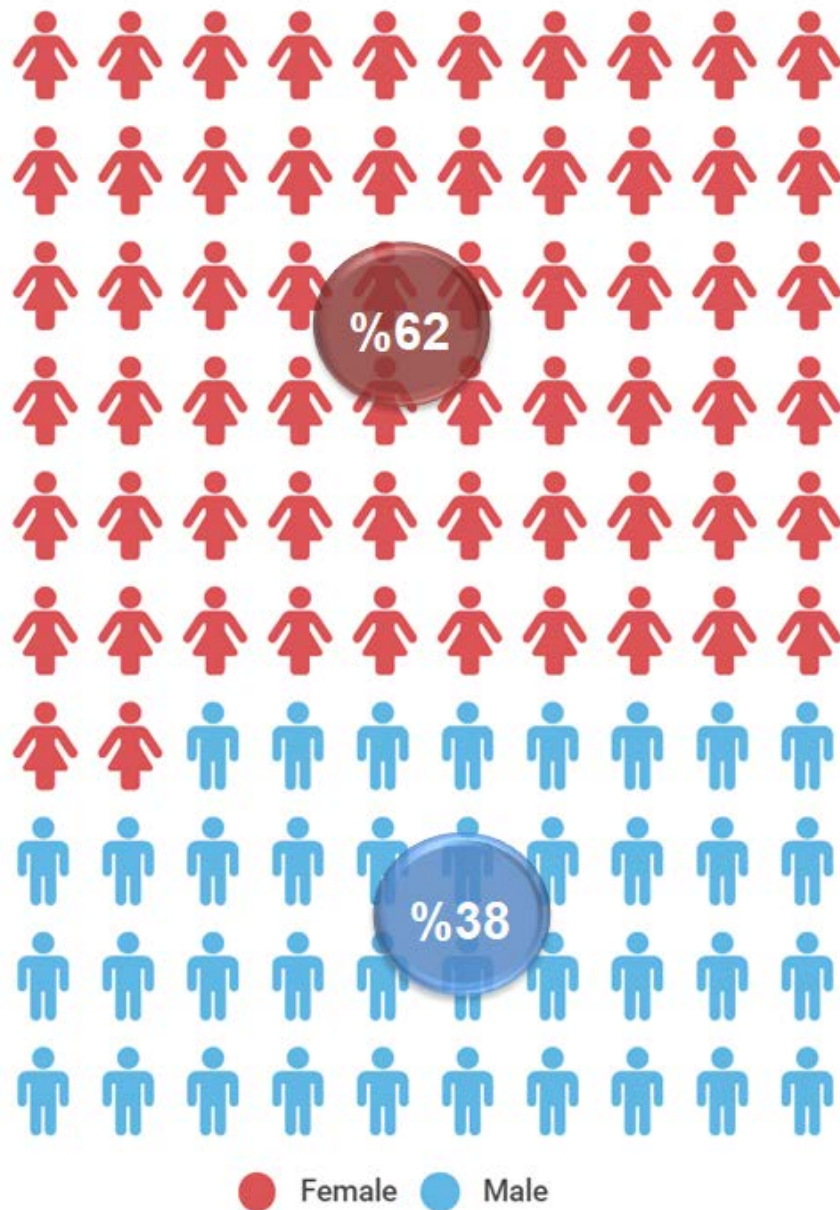
**Youth Workers  
Research Analysis**

# Demographic Features

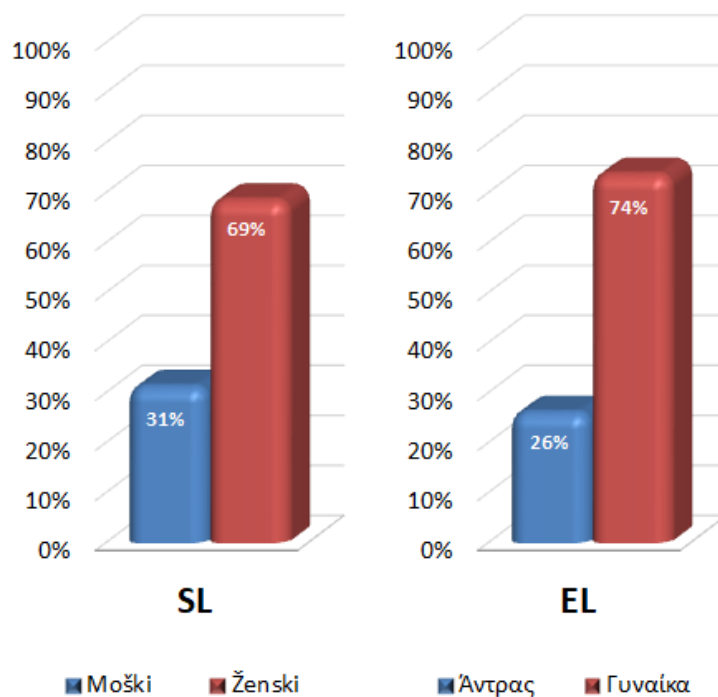
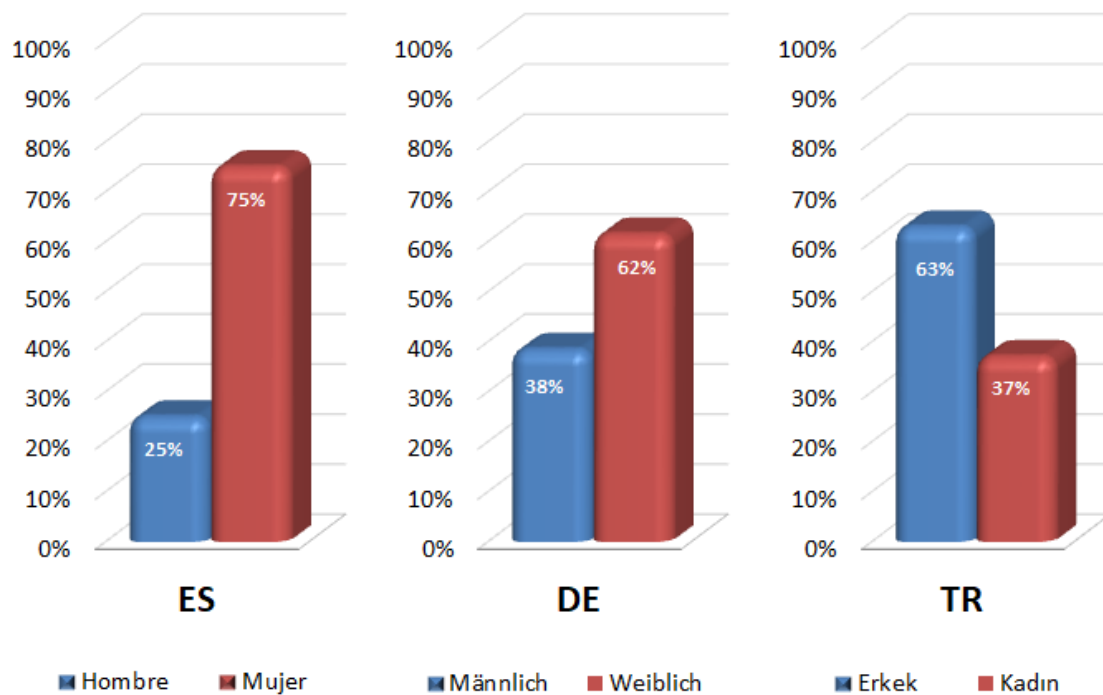
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## Your gender?

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When the gender distribution of 243 youth coordinators participating in our research is examined, it is seen that the rates are quite different from each other. 62% female and 38% male youth coordinators participated in our research.



When the population gender structure of the countries is examined, it is seen that the ratios are much closer, while the gender structure of the youth coordinators becomes more diverse.

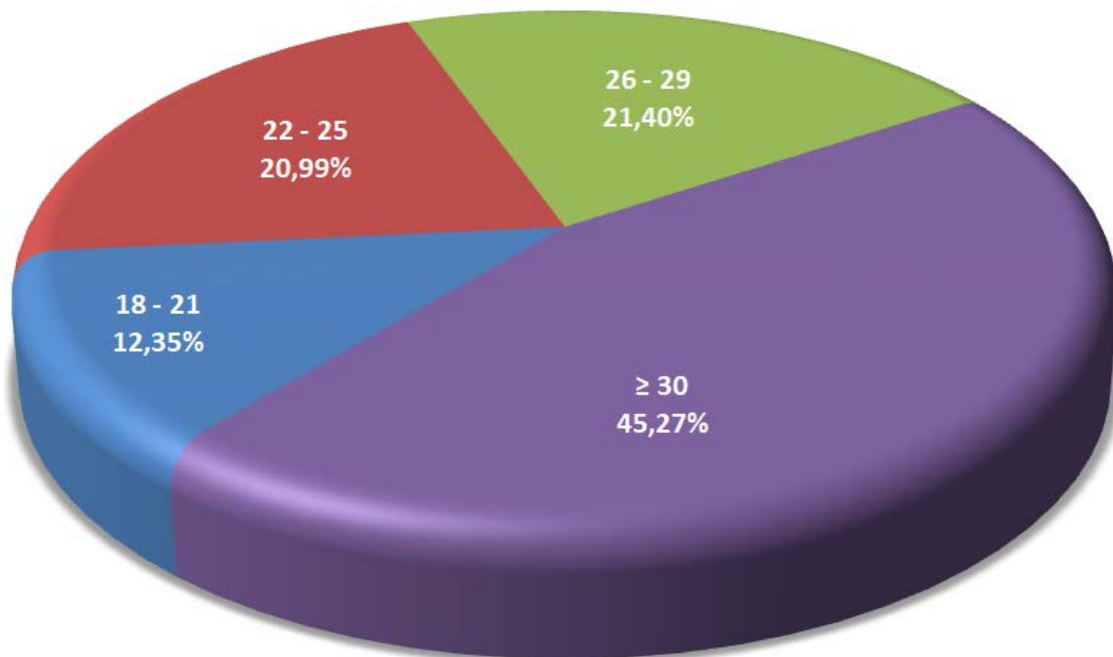
In Austria, Slovenia, Cyprus and Greece, female youth workers are almost twice that of men, while in Spain this rate is three times higher. In Turkey, the rate of male youth

# Demographic Features

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## Your age?

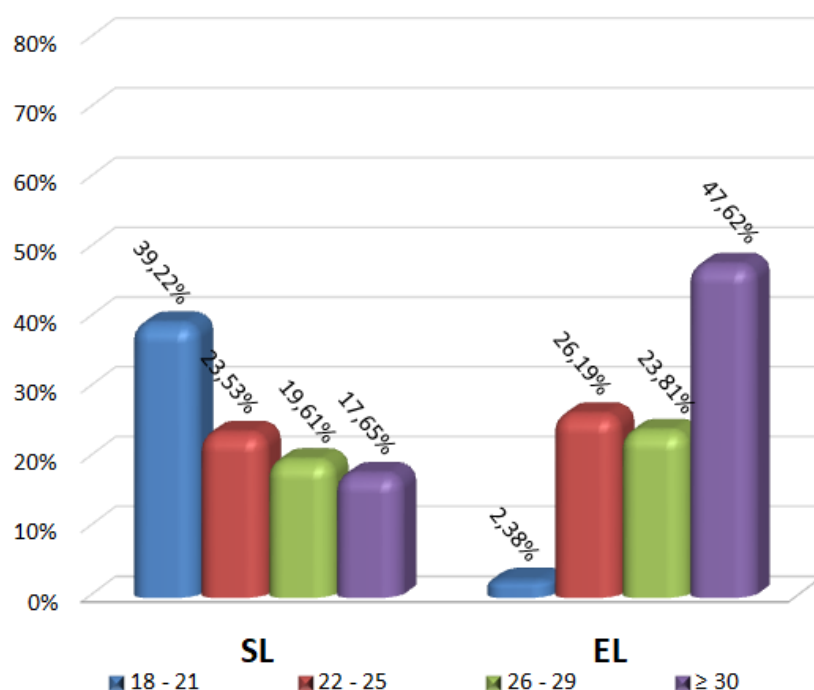
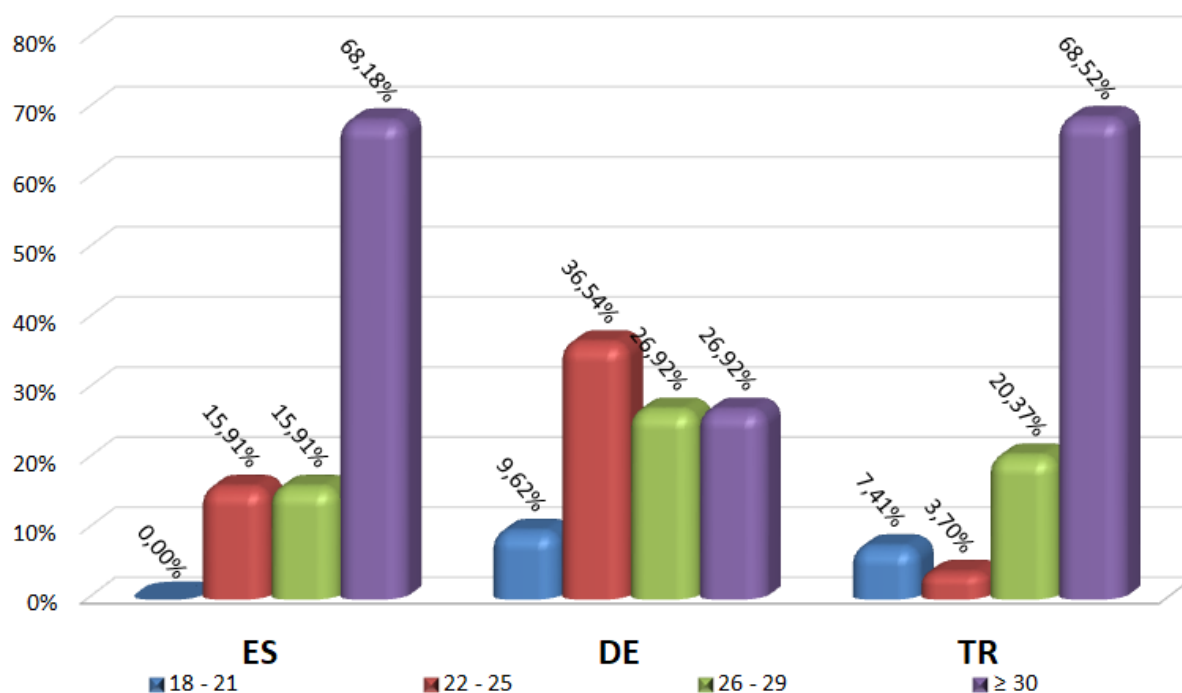
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It is seen that 45.27% of the youth coordinators participating in our research are over 30. This rate is followed by the youth coordinator between 26-29 years old with 21.40%, 22-25 years with 20.99% and 18-21 years old with 12.35%.

It is seen that 55% of the youth coordinators are between the ages of 18-29, predominantly young. This shows that more young people work for their age group.

Examining the age groups provides information about the ageing tendency of the workforce on the amount and ratio of the workforce and allows us to see the experienced workforce ratio.



It is observed that youth coordinators are more concentrated in terms of age and experience, especially in Spain, Turkey and Greece. Although this seems to be an advantage, it risks that youth coordinators with a tendency to age will be in the majority if there are few new youth coordinators (18-25 age group).

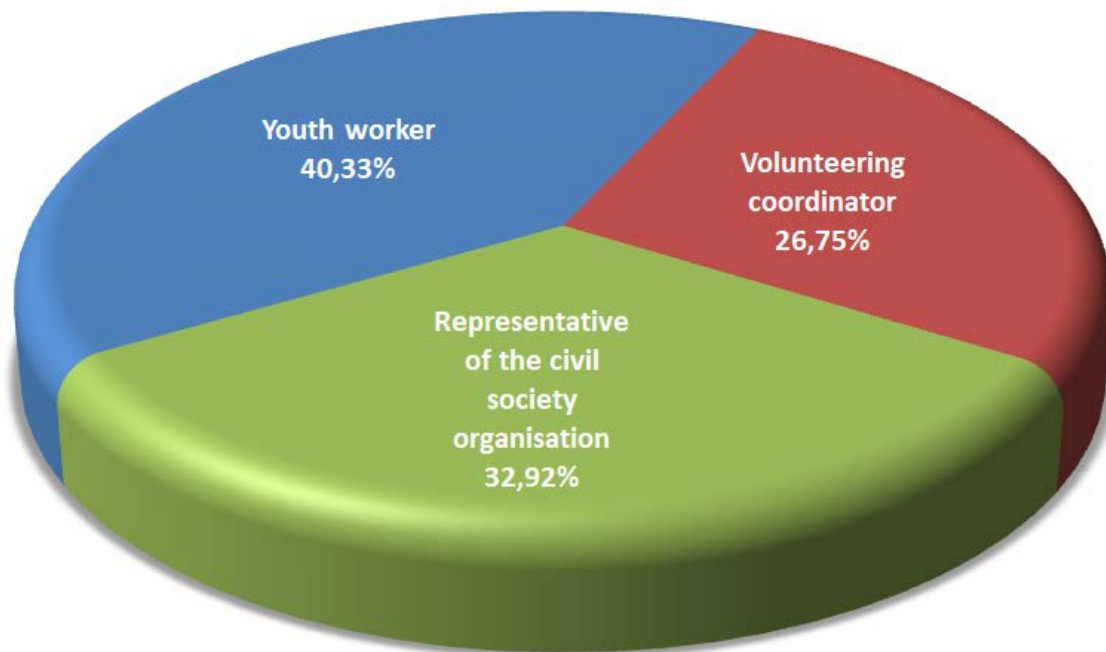
As such, the detail given in the graph is important in terms of making investments in employability in the right areas and operating policies that will improve human resources. In Austria and Slovenia, new and young youth coordinators and the proportionality of their experience are observed as points open to improvement.

# Demographic Features

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## What is your current occupation?

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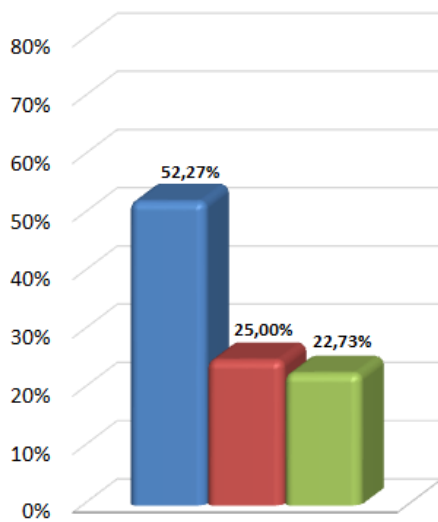


Information on the professions of youth coordinators has a parallel appearance with the indicators of age and educational status.

Considering the current professional positions of youth coordinators, the majority of whom are youth, it is seen that 40.33% of these people are Youth Workers, 26.75% are Volunteering Coordinators, and 32.92% are NGO workers or representatives. In addition, considering the educational status of the profile in this distribution, it can be said that it exhibits a very positive image in terms of project-specific competency determination and training.

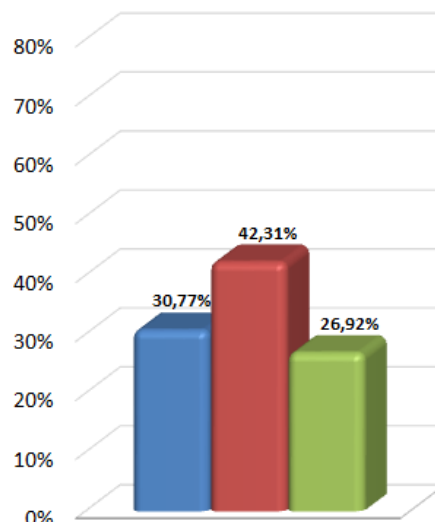
However, it is seen that youth coordinators have adopted the concept of "Youth Worker - Youth Coordinator" as a job description, although it has not been established as a professional concept in many countries.





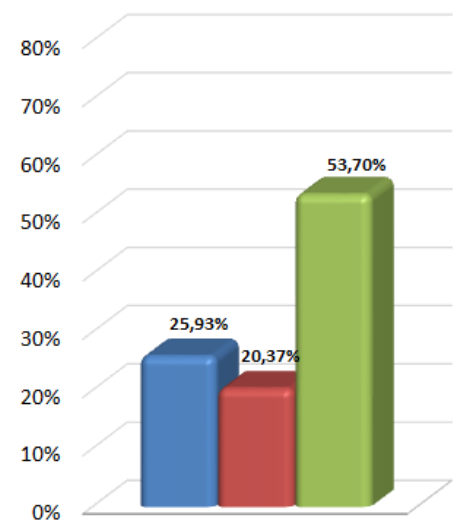
**ES**

■ Trabajador/a juvenil  
■ Coordinador/a de voluntariado  
■ Representante de organización de la sociedad civil



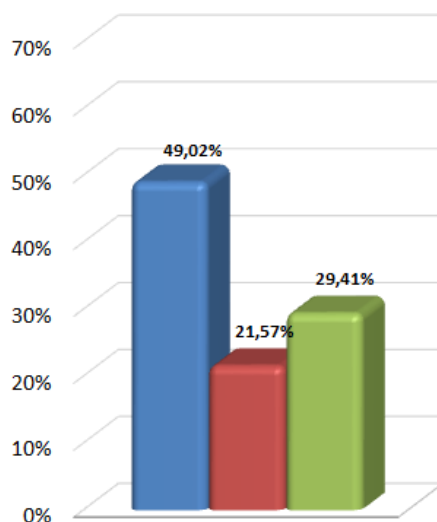
**DE**

■ Jugendbetreuer  
■ Koordinator für Freiwilligenarbeit  
■ Vertreter einer OdZ



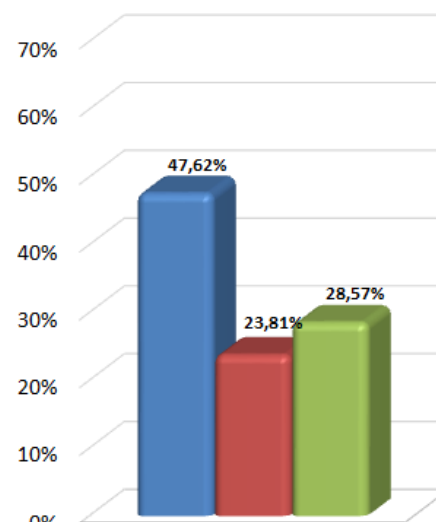
**TR**

■ Gençlik çalışanı  
■ Gönüllülük koordinatörü  
■ STK çalışanı/temsilcisi



**SL**

■ Mladinski delavec  
■ Koordinator prostovoljstva  
■ Predstavnik organizacije civilne družbe



**EL**

■ Εργαζόμενος/η στον τομέα της νεολαίας  
■ Συντονιστής/ρια εθελοντισμού  
■ Εκπρόσωπος οργάνωσης της κοινωνίας των πολιτών

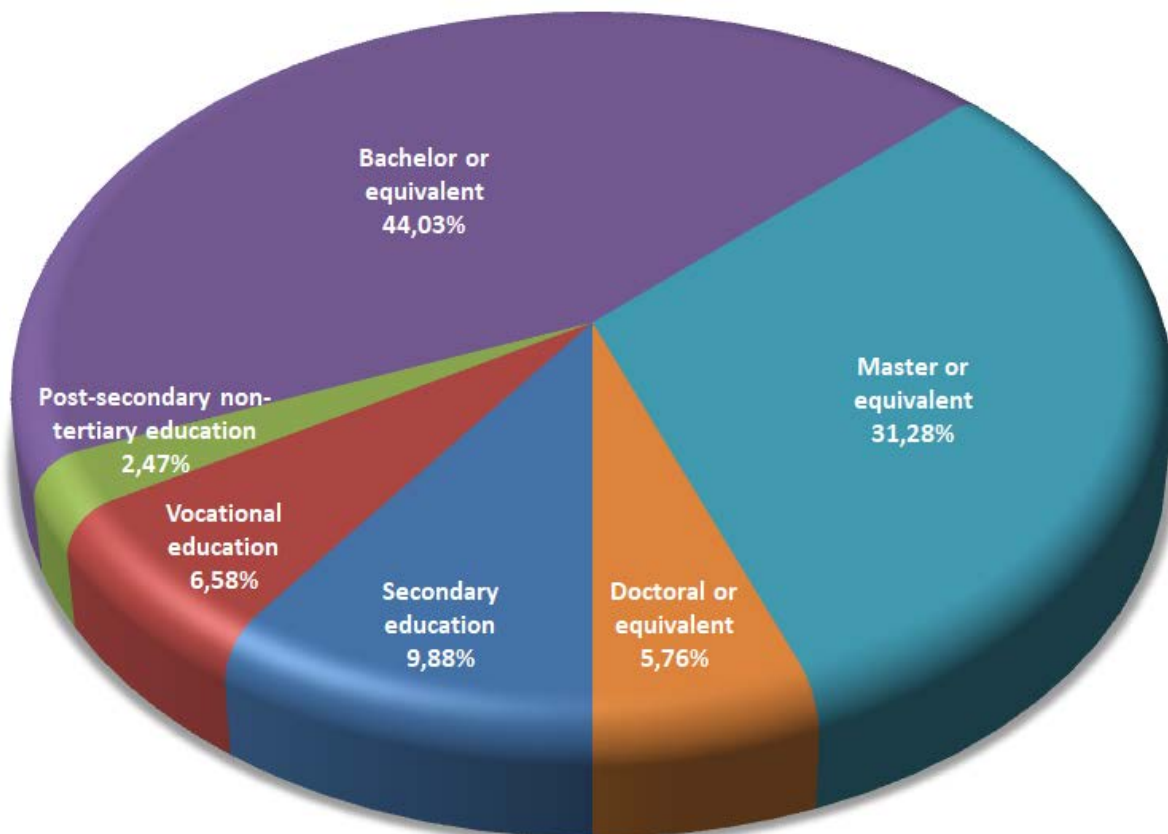
While the majority is Youth Worker in Spain (52.27%), Slovenia (49.02%), Cyprus and Greece (47.62%), in Austria 42.31% is the Volunteer Coordinator, and in Turkey, 53.70% is the NGO Worker or Representative. is seen. These rates may give clues that youth worker or volunteering coordinator is considered more a professional line of business in Spain, Austria, Slovenia, Cyprus and Greece, and that management is more volunteer centred in Turkey.

# Demographic Features

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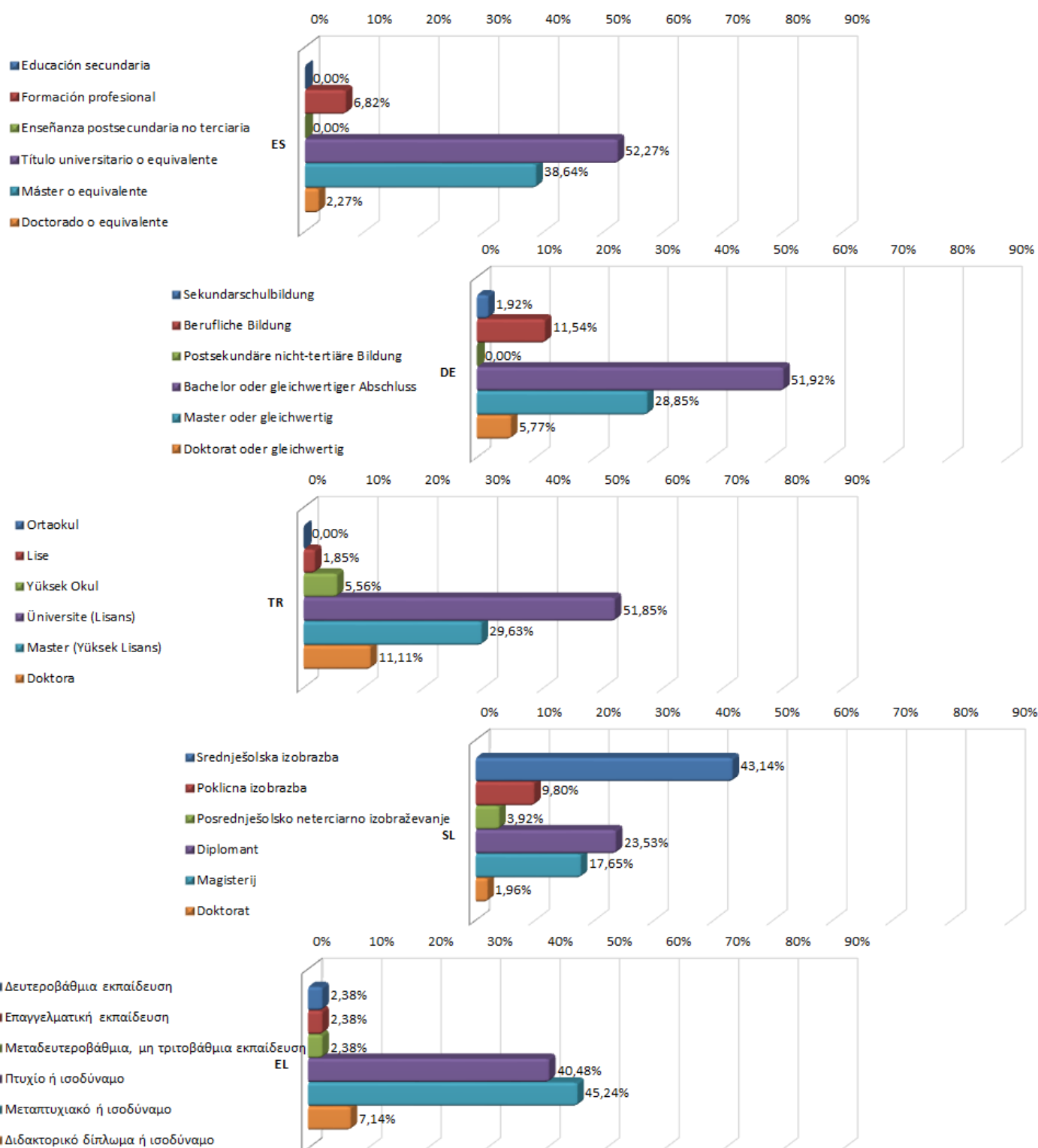
Please specify your level of completed education

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Most of the people participating in our research are individuals with higher education rate of 83.54%. It is seen that 37.04% of this rate includes youth coordinators with master's or doctorate degrees.

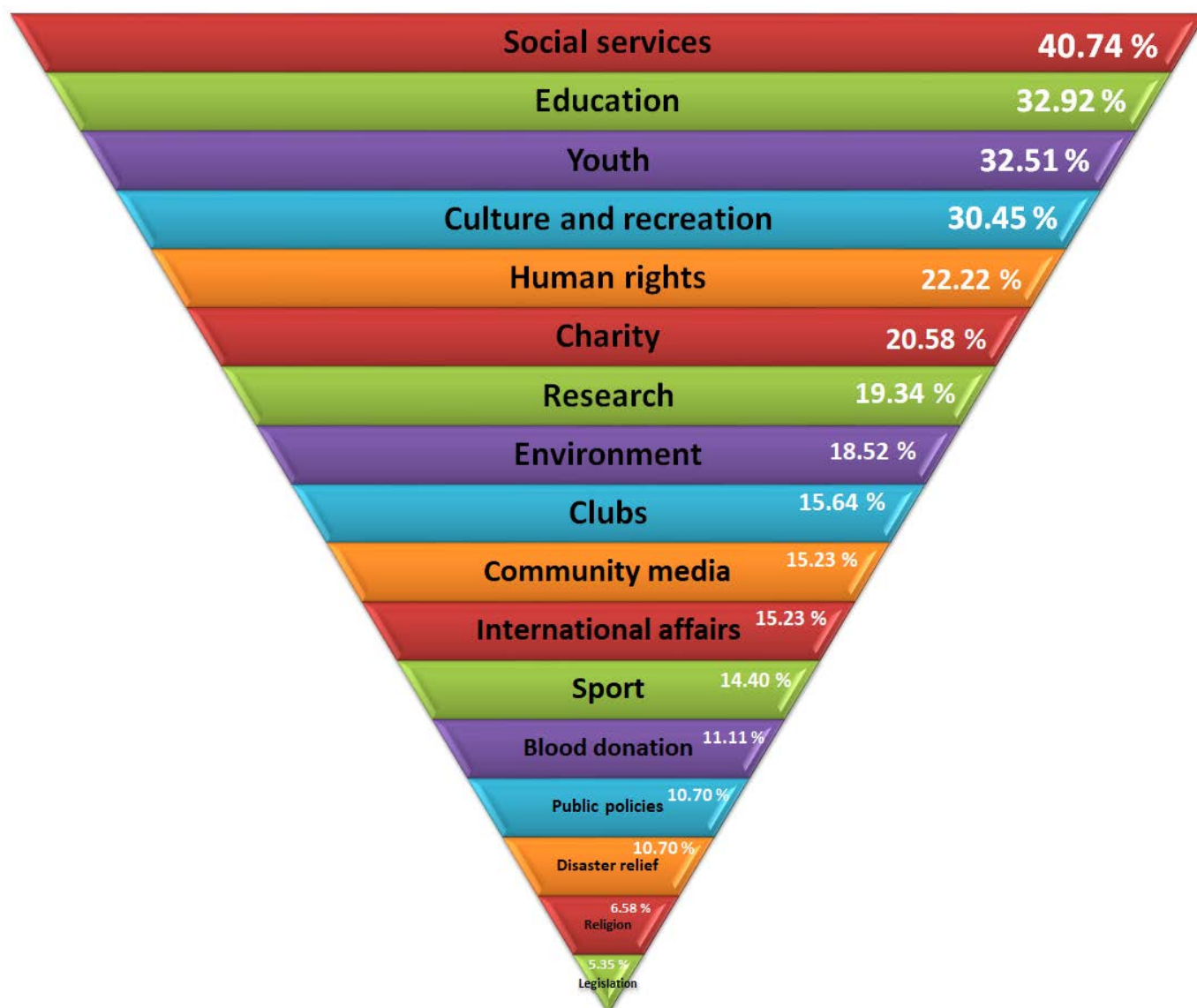
This ratio shows that the education level of the people participating in the research, scientific approaches in youth work, presenting different perspectives for target groups and determining competence is essential. Their education level and professional qualifications can provide different perspectives on needs, solutions, curriculum creation and target groups.



To the youth coordinators nationally, "In Slovenia, 43.14% of the supporters of Secondary School (or their equivalents) is an extraordinary student demonstration, both nationally and internationally. In Slovenia, 17.65% of the 30-year-old and above education schools are the favourites if they continue their education. The inference is that the number of young schools with schooling is higher than that.

# Volunteering Features

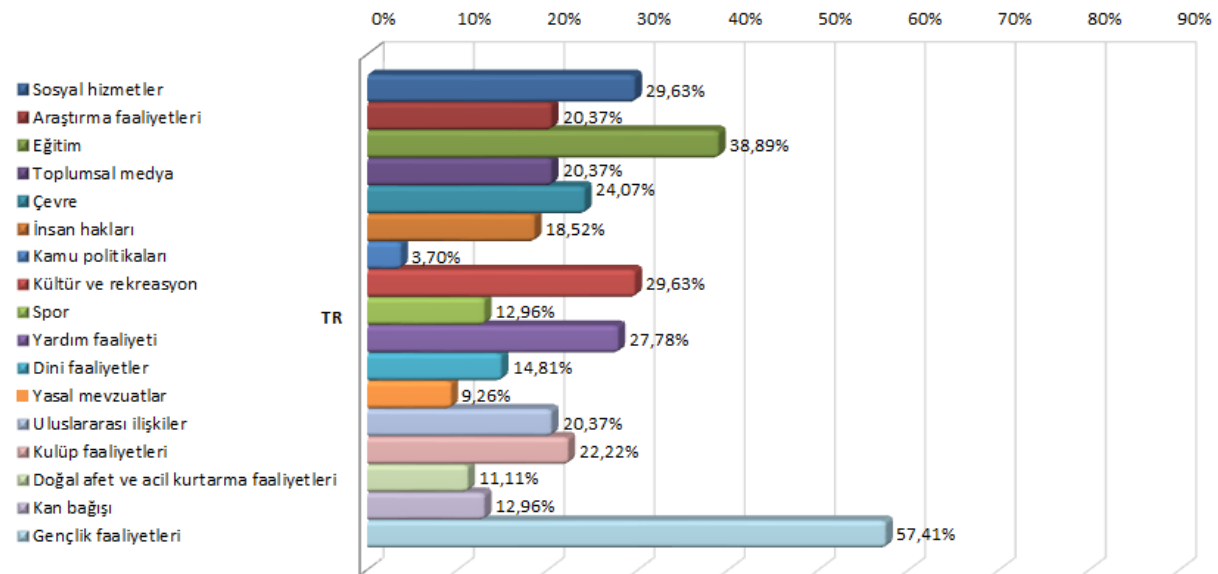
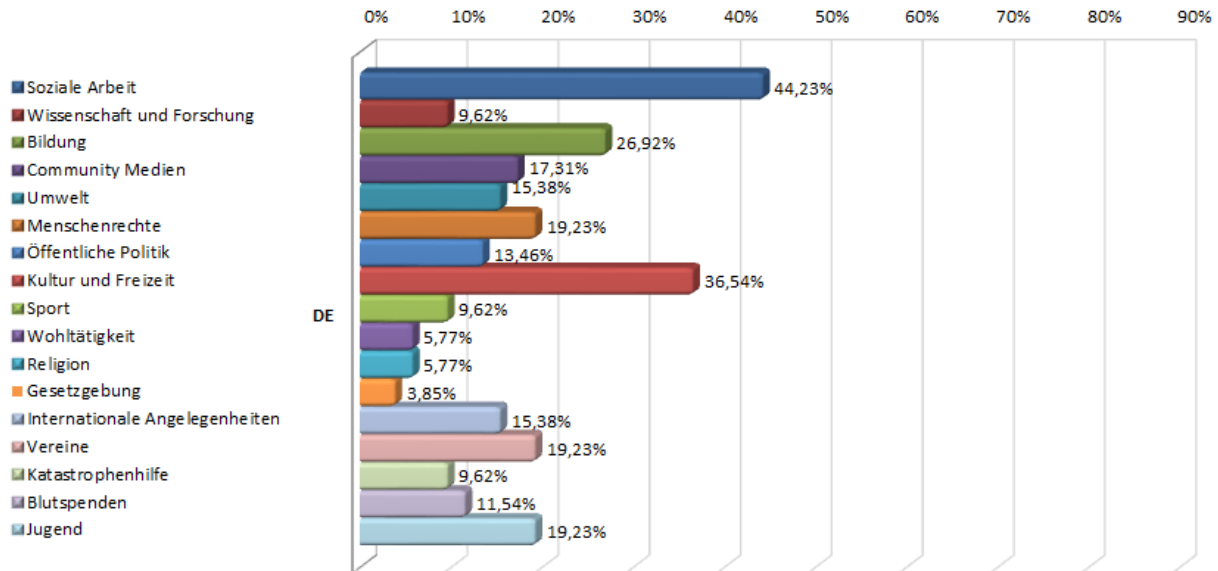
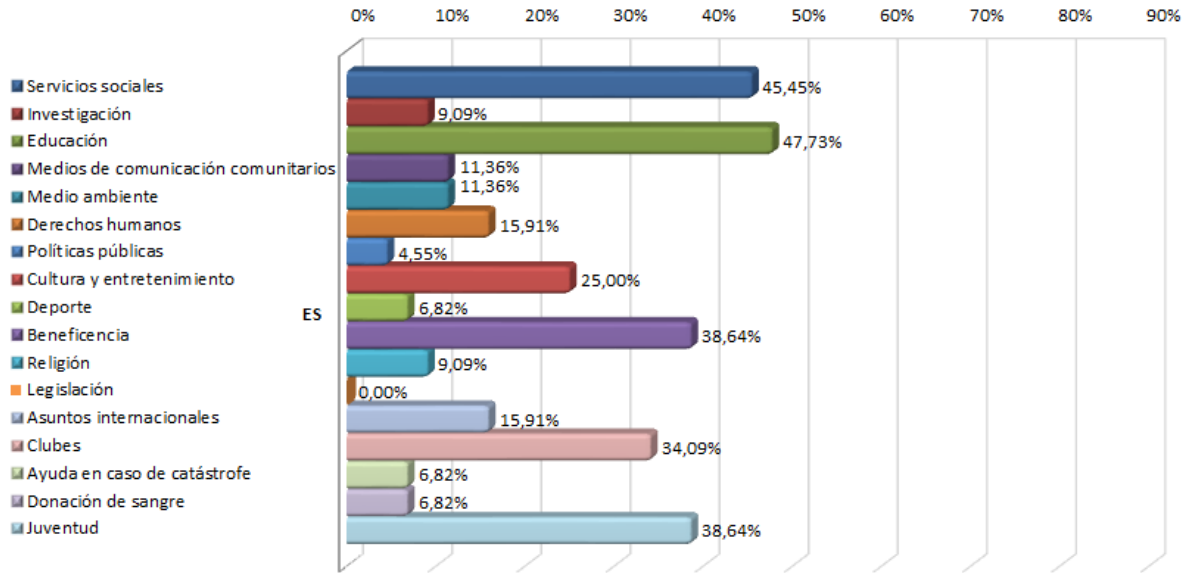
In which field have you provided volunteering services?

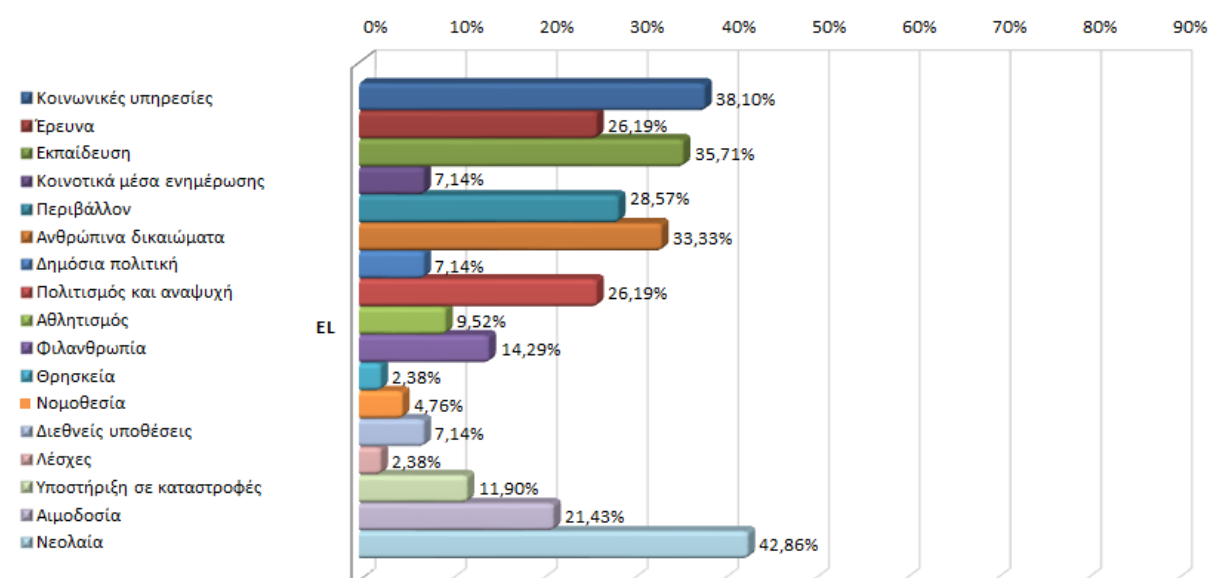
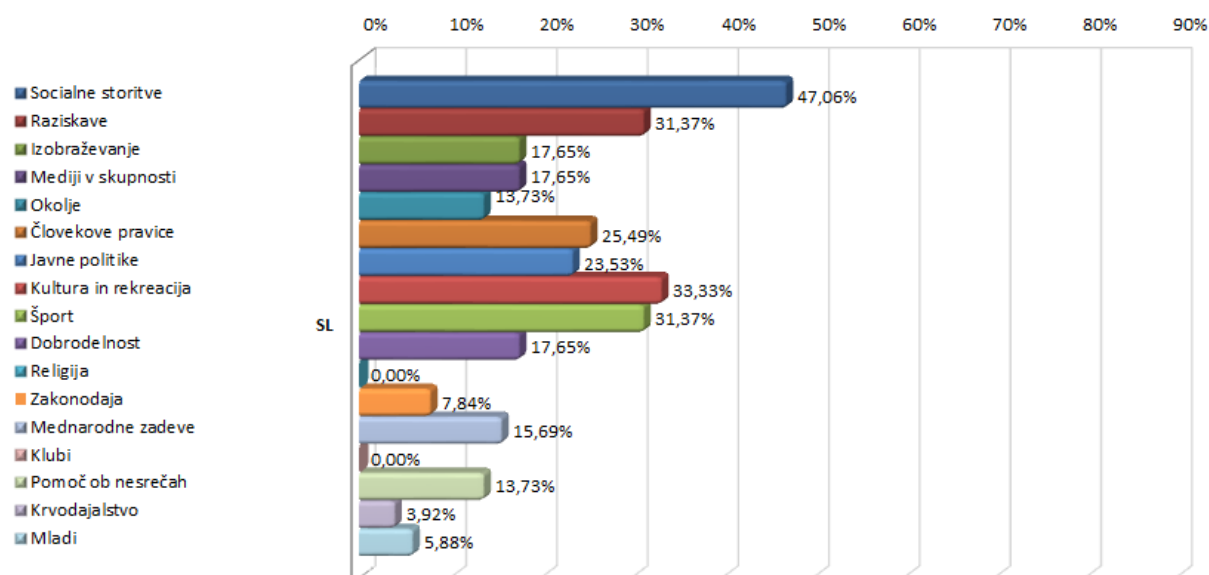


When the services provided by the youth coordinators are examined, the first four ranks are Social Services with 40.74%, Education with 32.92%, Youth Activities with 32.51%, 30.45% for Culture and Recreation.

Human Rights is in fifth place with 22.22% in the first group.

Looking at the lowest rates, Legislation with 5.35% and Religion with 6.58% draw attention.







Provided Services	ES	DE	TR	SL	EL
<b>Social Services</b>	45,45% <sup>2</sup>	44,23% <sup>1</sup>	29,63% <sup>3</sup>	47,06% <sup>1</sup>	38,10% <sup>2</sup>
<b>Education</b>	47,73% <sup>1</sup>	26,92% <sup>3</sup>	38,89% <sup>2</sup>	17,65%	35,71% <sup>3</sup>
<b>Youth</b>	38,64% <sup>3</sup>	19,23% <sup>4</sup>	57,41% <sup>1</sup>	5,88%	42,86% <sup>1</sup>
<b>Culture and Recreation</b>	25,00%	36,54% <sup>2</sup>	29,63% <sup>4</sup>	33,33% <sup>2</sup>	26,19%
<b>Human Rights</b>	15,91%	19,23% <sup>5</sup>	18,52%	25,49% <sup>5</sup>	33,33% <sup>4</sup>
<b>Charity</b>	38,64% <sup>4</sup>	5,77%	27,78% <sup>5</sup>	17,65%	14,29%
<b>Research</b>	9,09%	9,62%	20,37%	31,37% <sup>3</sup>	26,19%
<b>Environment</b>	11,36%	15,38%	24,07%	13,73%	28,57% <sup>5</sup>
<b>Clubs</b>	34,09% <sup>5</sup>	19,23%	22,22%		2,38%
<b>Community Media</b>	11,36%	17,31%	20,37%	17,65%	7,14%
<b>International Affairs</b>	15,91%	15,38%	20,37%	15,69%	7,14%
<b>Sport</b>	6,82%	9,62%	12,96%	31,37% <sup>4</sup>	9,52%
<b>Blood Donation</b>	6,82%	11,54%	12,96%	3,92%	21,43%
<b>Public Policies</b>	4,55%	13,46%	3,70%	23,53%	7,14%
<b>Disaster Relief</b>	6,82%	9,62%	11,11%	13,73%	11,90%
<b>Religion</b>	9,09%	5,77%	14,81%		2,38%
<b>Legislation</b>		3,85%	9,26%	7,84%	4,76%

It is observed that there is an intensive production of services in the field of social services (e.g., assistance to disadvantaged people) in all project partner countries.

It should not overlook that youth coordinators are experienced and do essential work in non-formal education (e.g., tutoring for underprivileged communities) and youth (e.g., leisure, extracurricular organisations). In other service divisions, the diversity seen in the service areas for countries in the chart shows that sectoral approaches in youth work are rich in presenting a comprehensive profile for target groups.

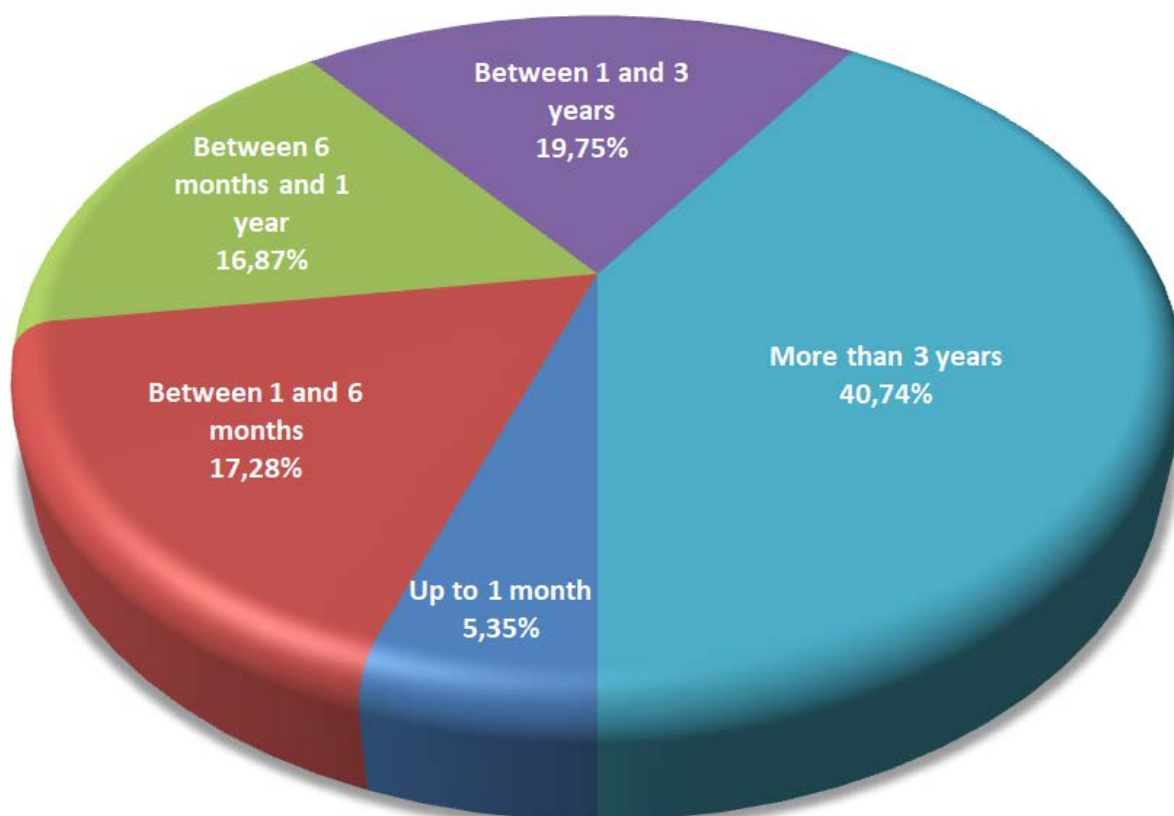
Demonstrating the least proportional percentages, religion, legislation, et al. It can say that the rates are affected by the fact that special knowledge for service areas is not widespread with the need for branching and the relatively low number of projects studies compared to other service areas.

# Volunteering Features

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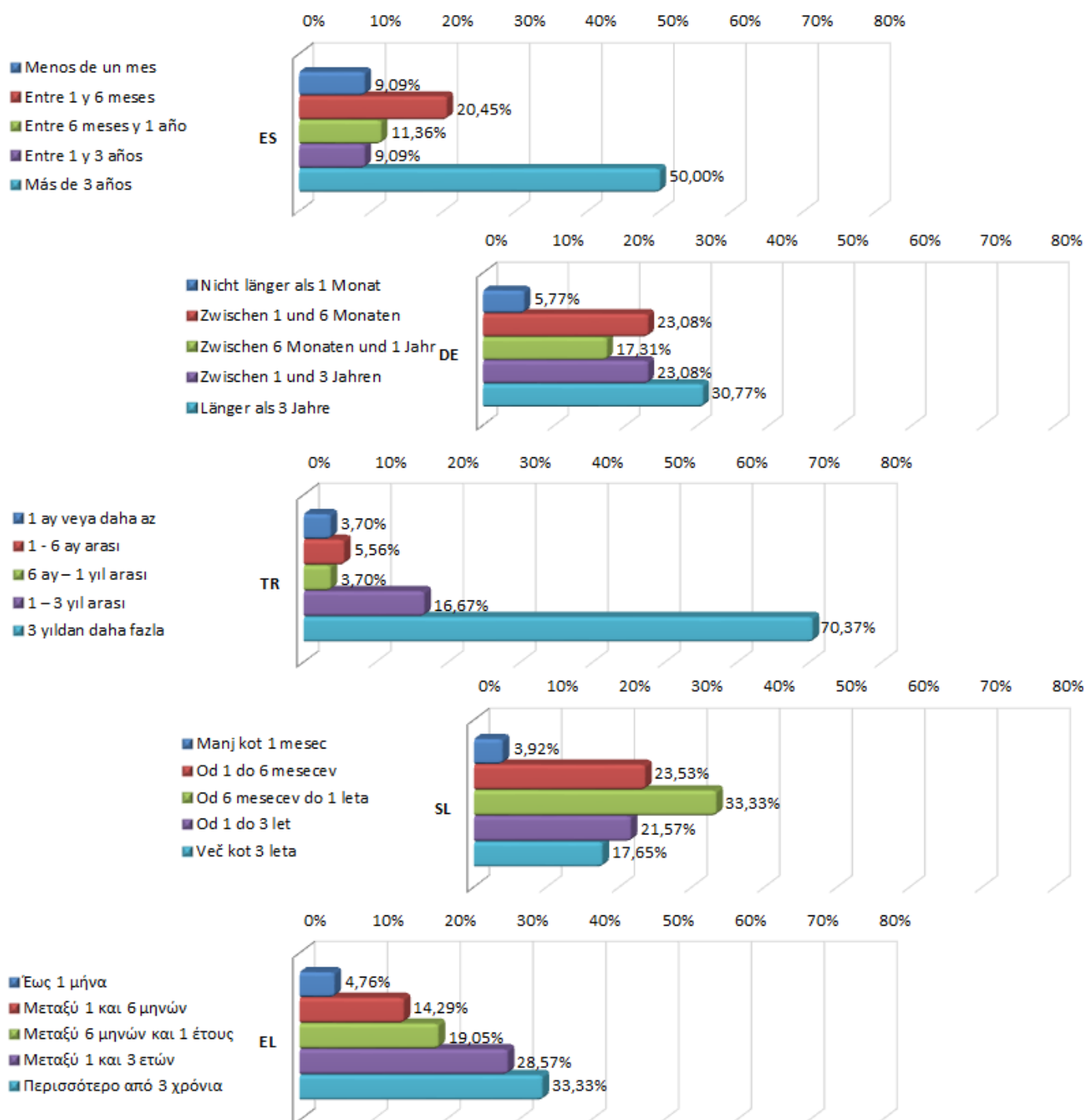
**How long is your experience, or involvement, in volunteering services as youth worker or volunteering coordinator?**

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The experience period of the participants working in the field of youth shows that they have experienced staff and trained workforce in their areas. As a result of the research, it has been determined that 41% of the youth coordinators who participated in the survey have been working for more than three years, while 19.75% have been working for 1-3 years.

Experience periods between 6 months and one year were followed by 16.87%. It shows that after the periods of having a dense youth coordinator portfolio, there was a contraction period and an increase observed again. If this situation is repeated, we can say that the number of youth coordinators and youth workers will increase again in the following years.

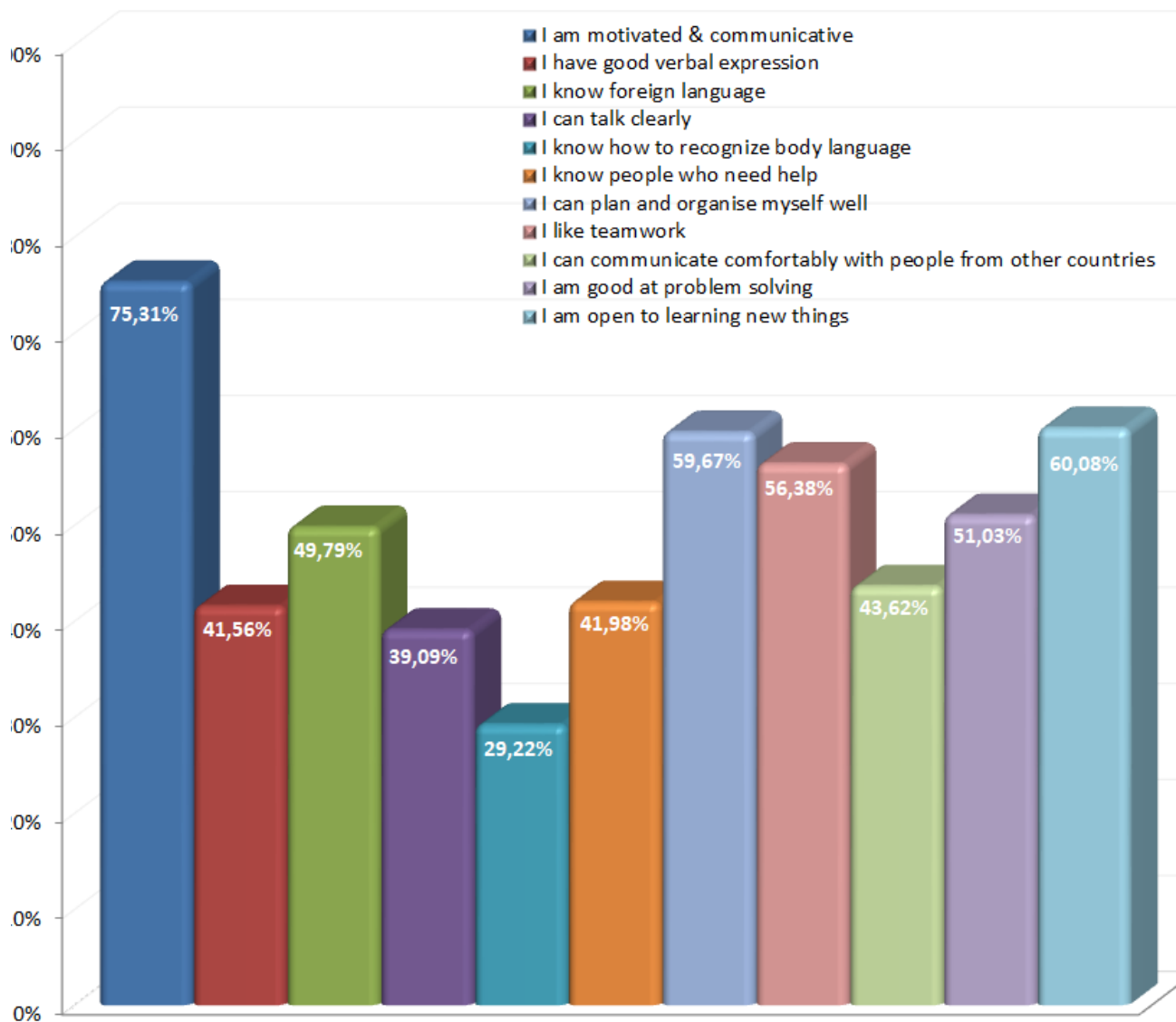


Considering the experience periods by country breakdown, it is observed that the rate of youth coordinators with more than three years of experience in Turkey is relatively high, at 70.37%. It can say that NGO employees or their representatives voluntarily undertake this work on behalf of their NGOs has a role in this.

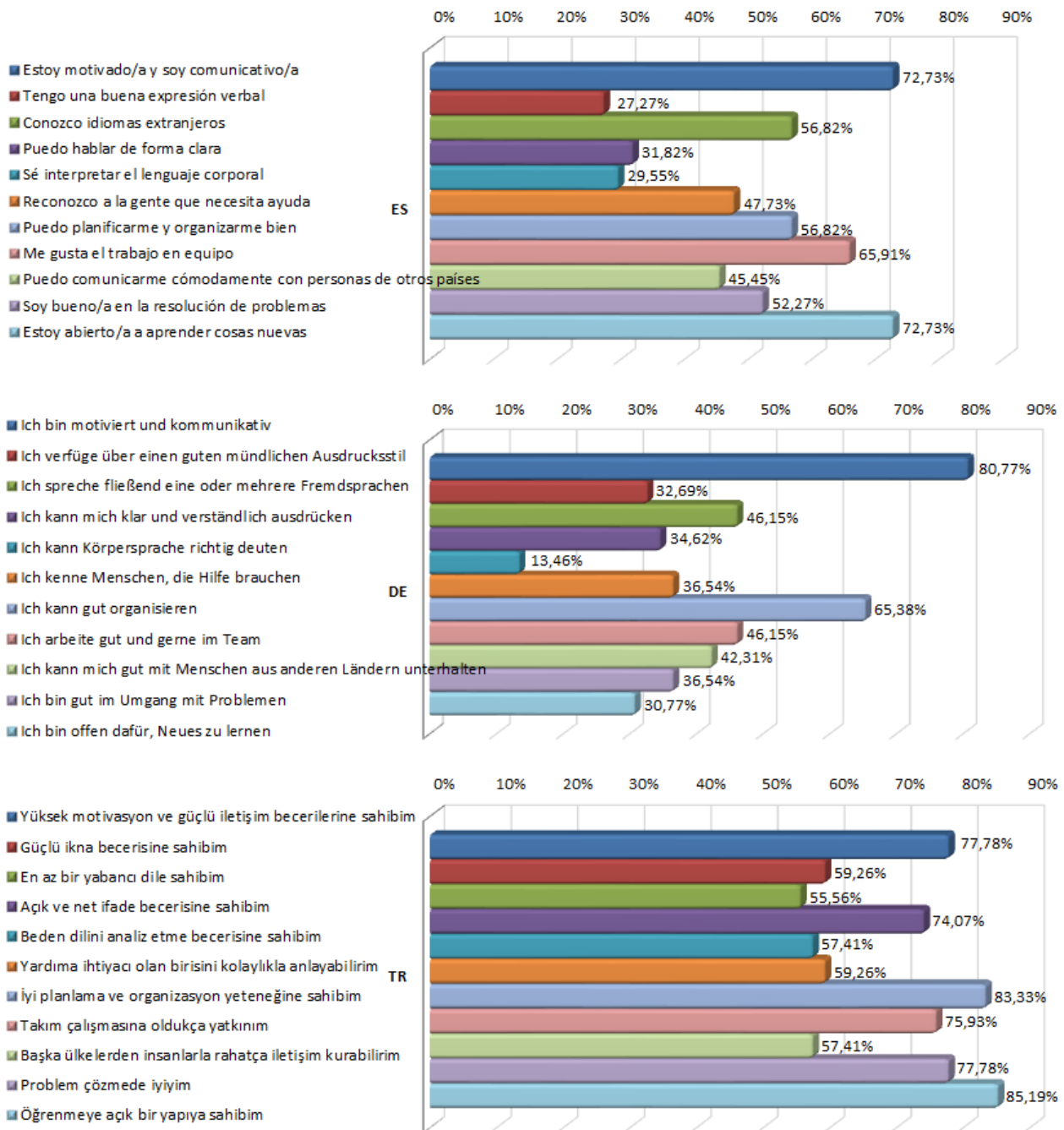
Similarly, in Spain, the experience period we see in the front row with a rate of 50.00% in Cyprus and Greece (33.33%) and Austria (30.77%), respectively. In Slovenia, experienced individuals between 6 months and one year take the first place with a rate of 33.33%.

# Volunteering Features

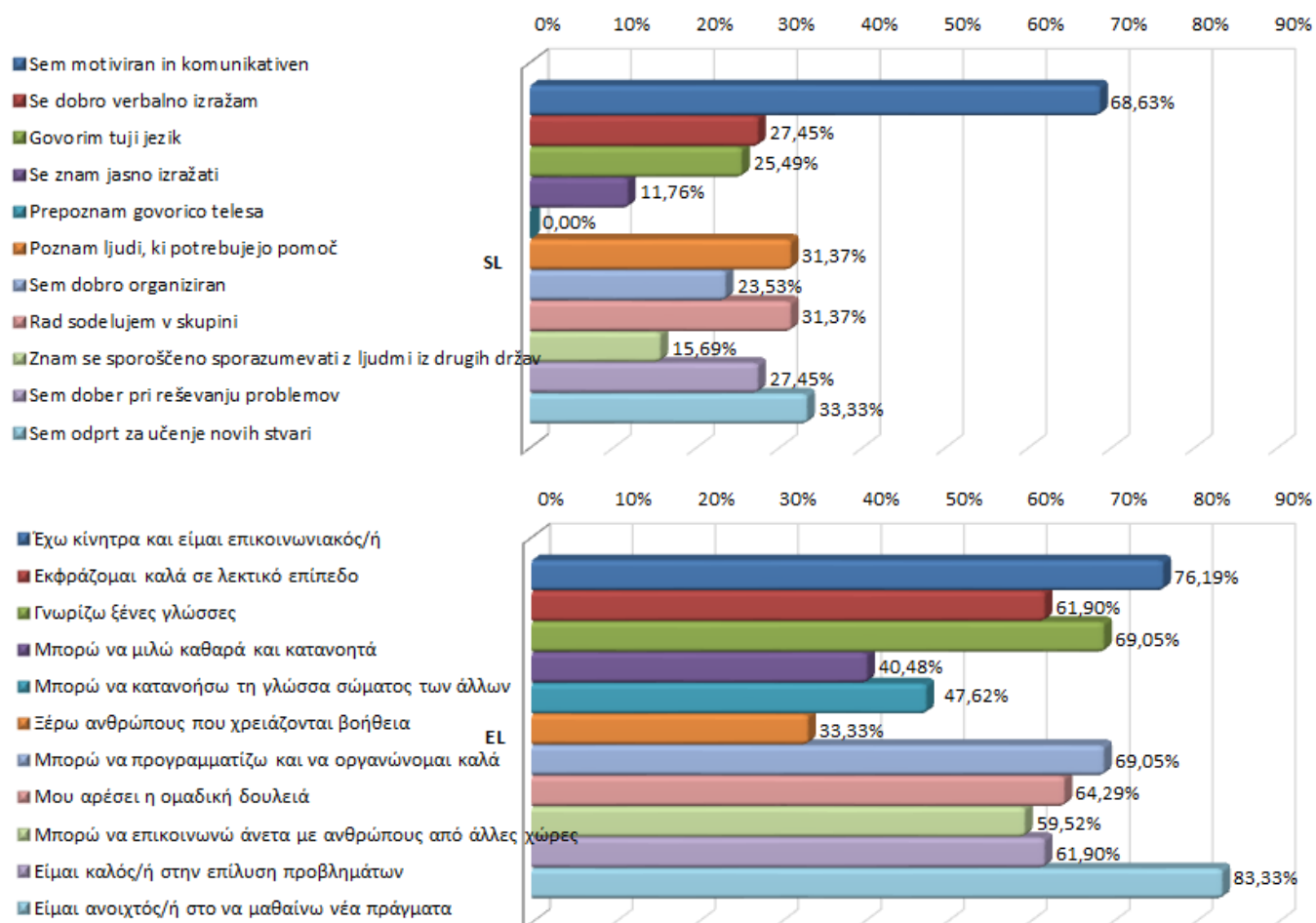
## What skills as a youth worker or volunteering coordinator do you own?



No research has been found on the skills and characteristics that youth coordinators should have. In this respect, research and studies on this subject are important in determining the individuals' characteristics and for the youth coordinator candidates to obtain information on this subject.



Skill is "a subcomponent of competence and the specific process that enables an individual to act competently in a particular job". Talent is innate. Skill is the integration of ability with knowledge and practical application. In this respect, talent is an individual's inclination and proficiency in a particular subject. In other words, talent is the ability of an individual to do a specific job or action. Skill is the ability to use that tendency and potential in a particular position. In this respect, skill is the ability of an individual to use their talent and be able to overcome a task. An individual may have talent in any subject, but if the necessary education, interest, and effort are not shown, they may have difficulty transforming their talents into skills. On the other hand, competence is "the general characteristics of an individual, consisting of the blending of personality, values, motivation, self, knowledge and skills".



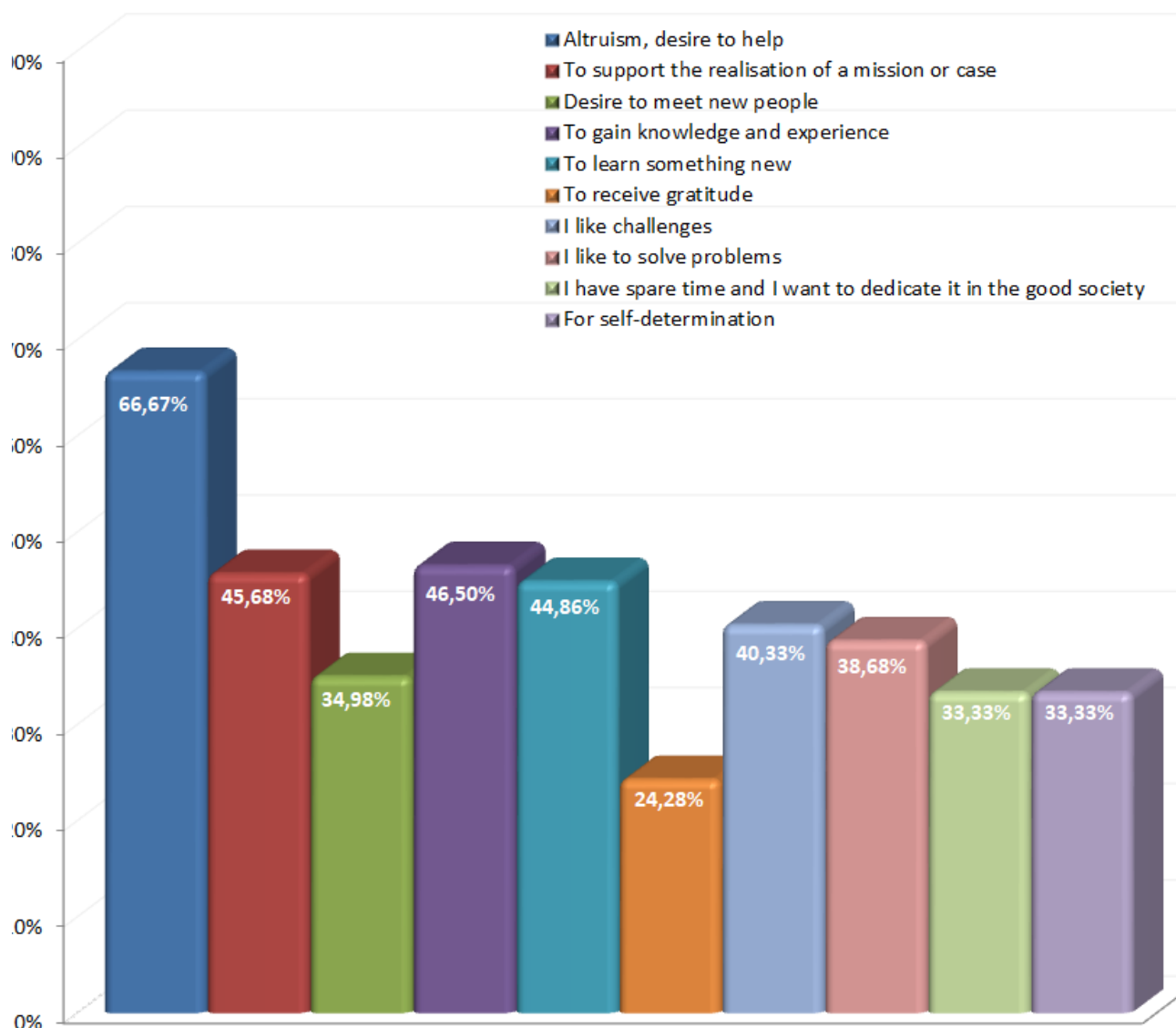
The distribution of skills and abilities that youth coordinators stated that they have is as follows.

**75,31%** I am motivated & communicative, **60,08%** I am open to learning new things,  
**59,67%** I can plan and organise myself well, **56,38%** I like teamwork,  
**51,03%** I am good at problem solving, **49,79%** I know foreign language,  
**43,62%** I can communicate comfortably with people from other countries,  
**41,98%** I know people who need help, **41,56%** I have good verbal expression,  
**39,09%** I can talk clearly, **29,22%** I know how to recognize body language.



# Volunteering Features

## What are the reasons to become a youth worker or volunteering coordinator?



When the reasons for being a volunteer coordinator are examined, the prominent descriptions of the participants are;

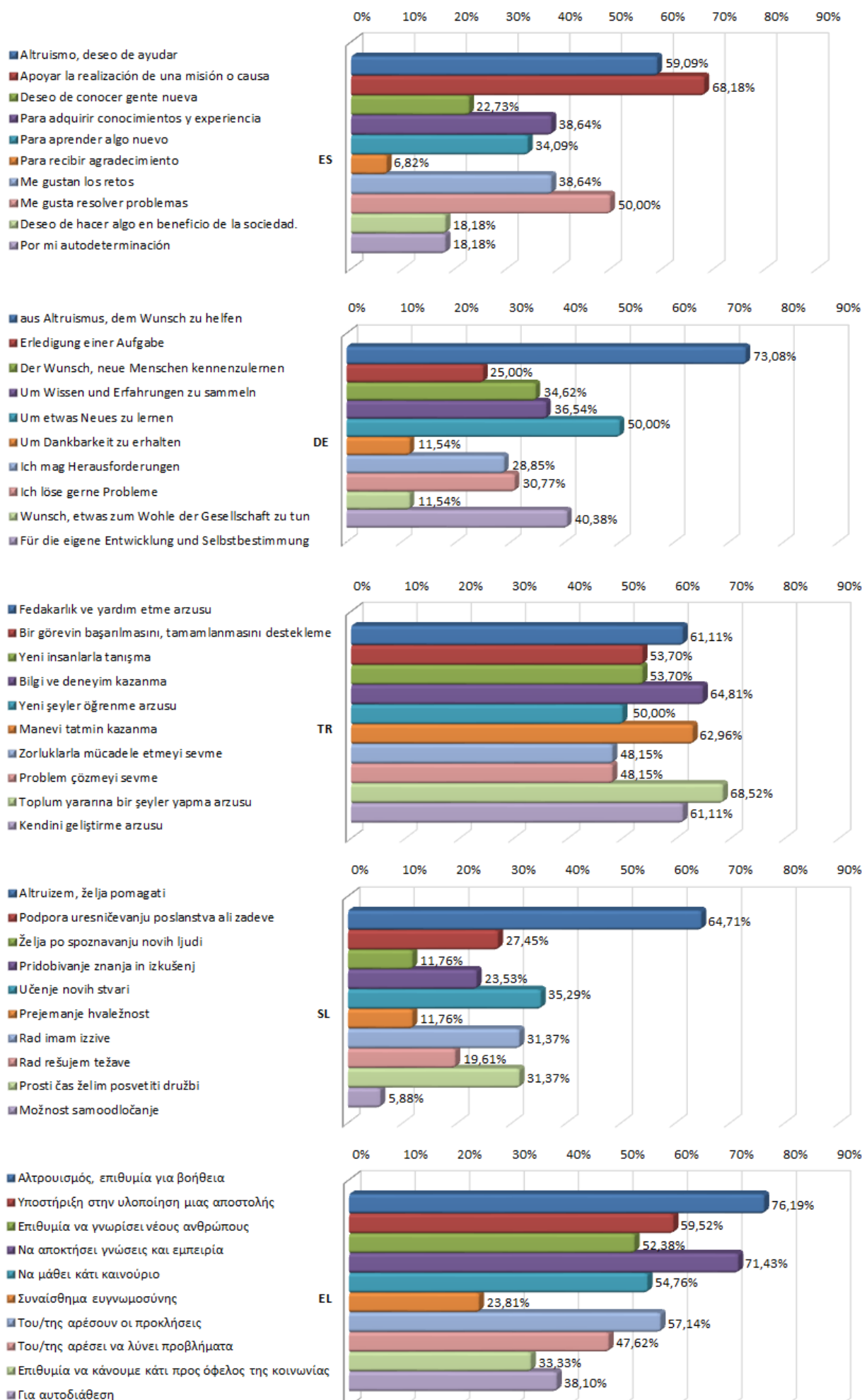
**Sense of spirituality:** Self-sacrifice and desire to help, supporting the achievement and completion of a task, desire for self-improvement, gaining spiritual satisfaction,

**Gaining learning and experience:** Gaining knowledge and experience, desire to learn new things

**Challenging and problem-solving:** Struggling with difficulties, problem-solving,

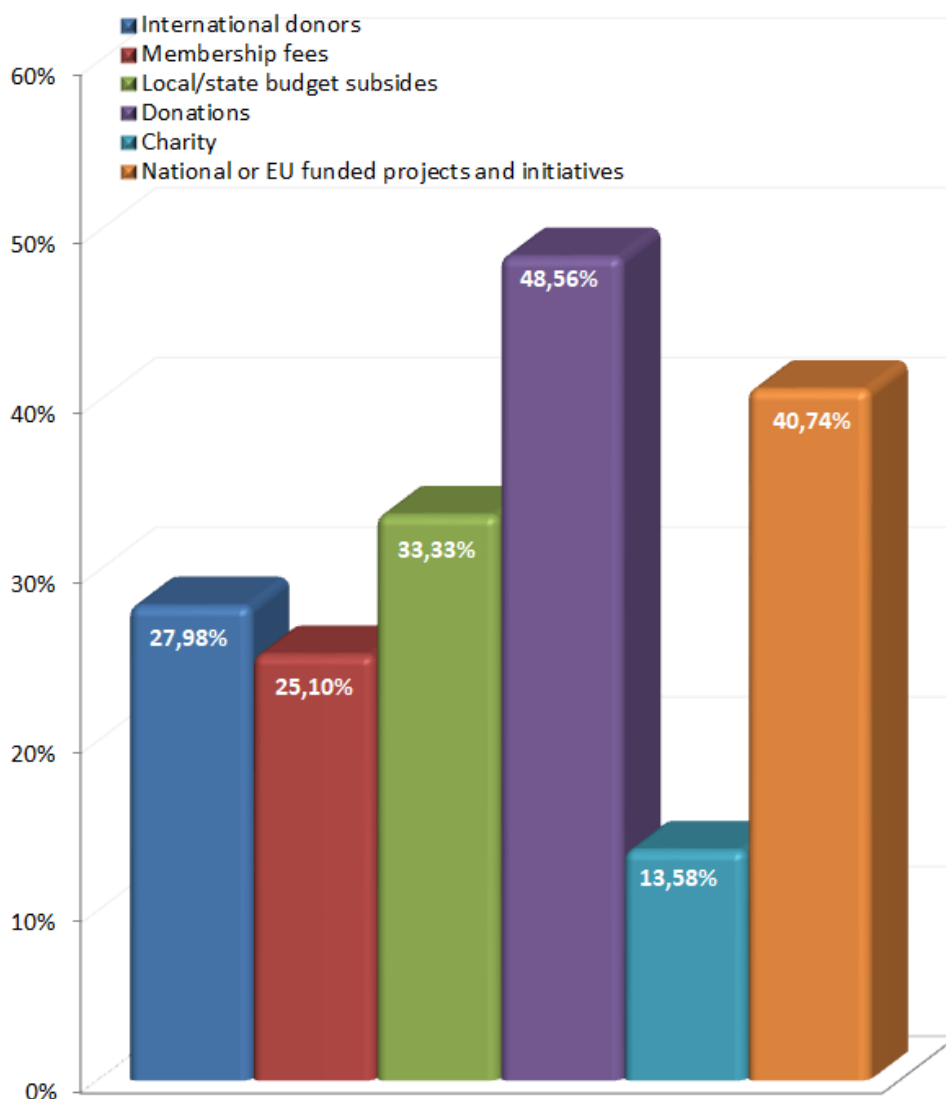
**Socializing:** Meet new people

**Positive leisure time:** Desire to do something for the benefit of society in spare time.



# Volunteering Features

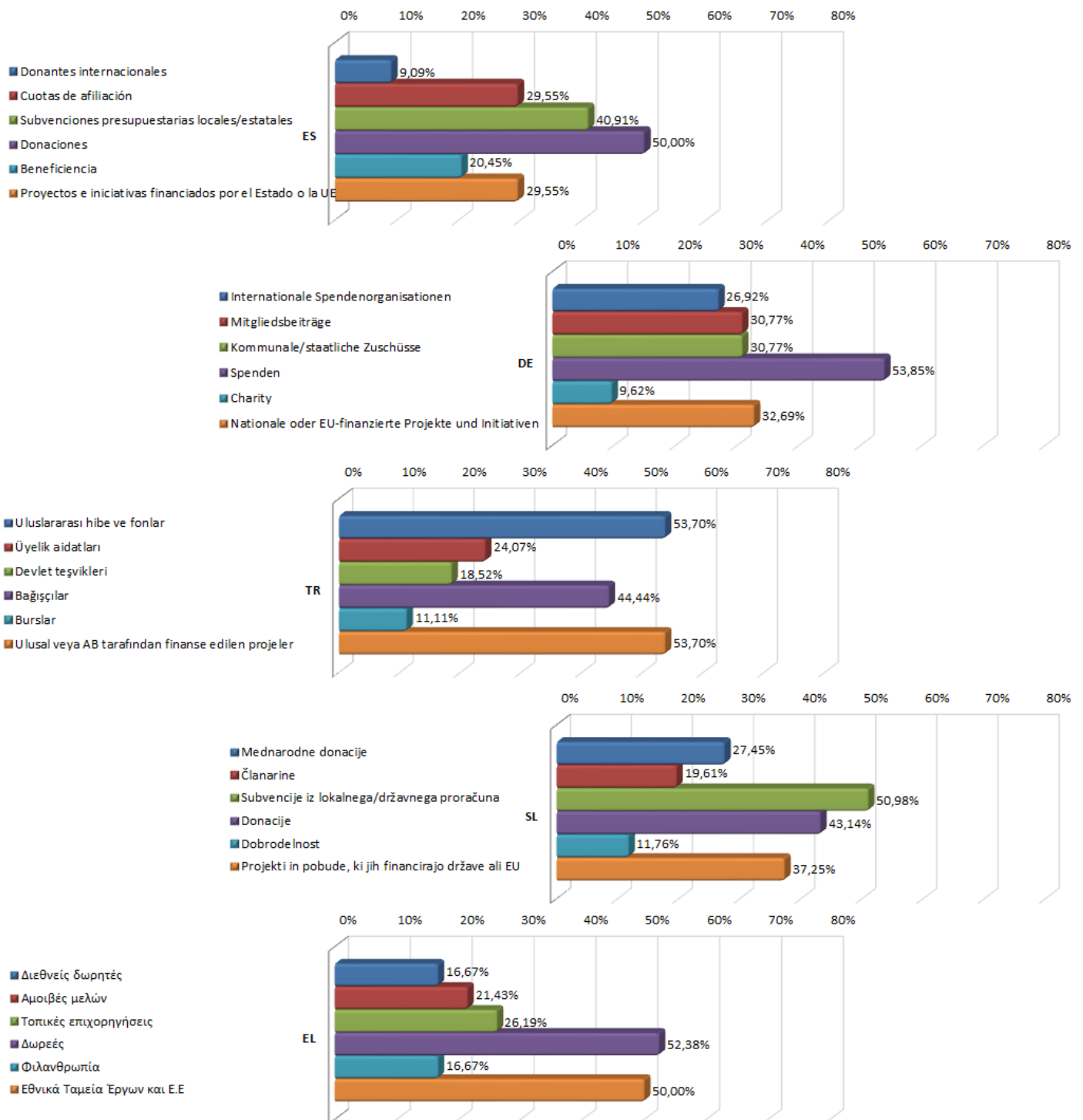
## Who provides funding for your voluntary services?



The most crucial support in the financial resources of the institutions where the youth coordinators work comes from the Donors. (48.56%)

State-controlled, National, or EU funded projects (40.7%), Government Incentives (33.33%), and international grants and funds (29.98%) are seen as critical financial resources for institutions.

Institutions supported by 25.10% membership fees provide financing with 13.58% scholarships.



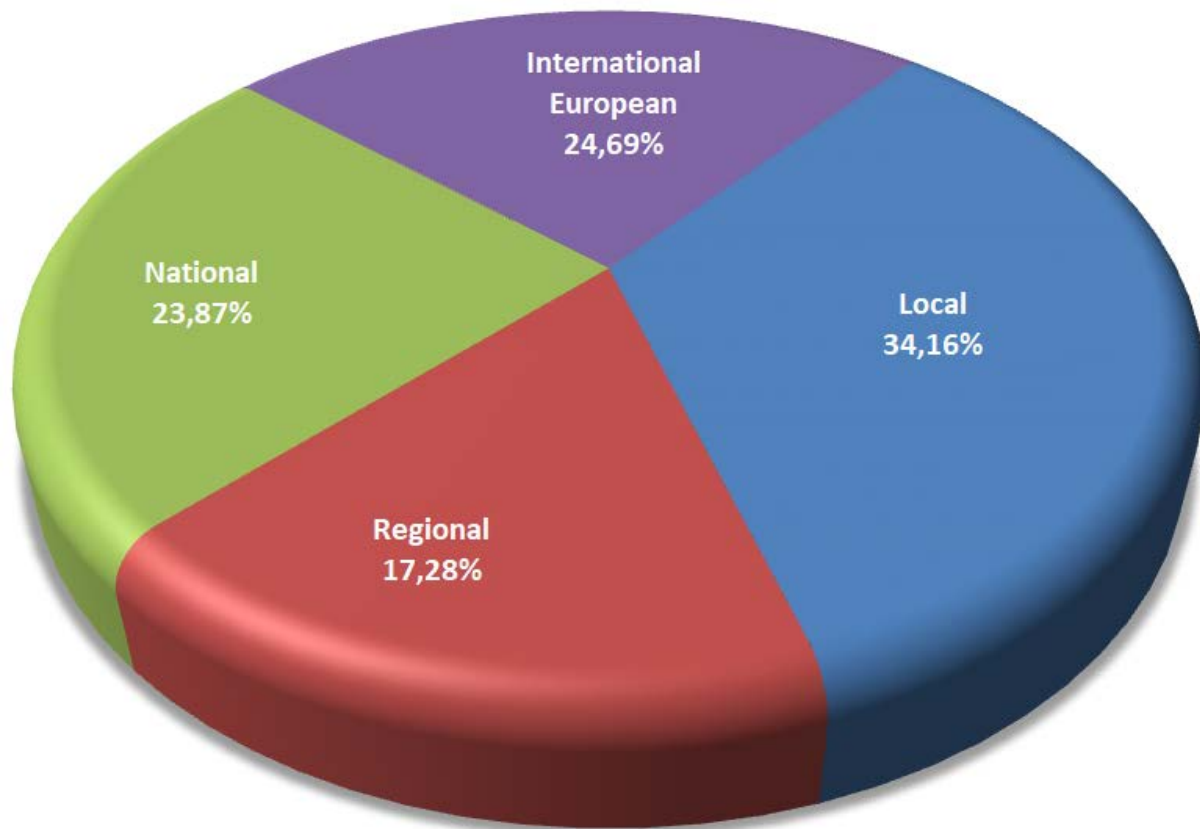
There are also minor differences when financial resources are analyzed in terms of country. It shows a similar appearance to the general data of the nations. While an essential financial source is donations in all countries, another vital source of financing is incentives, grants and funds provided by the state.

# Volunteering Features

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**What is the scope of the voluntary body to which you are associated with?**

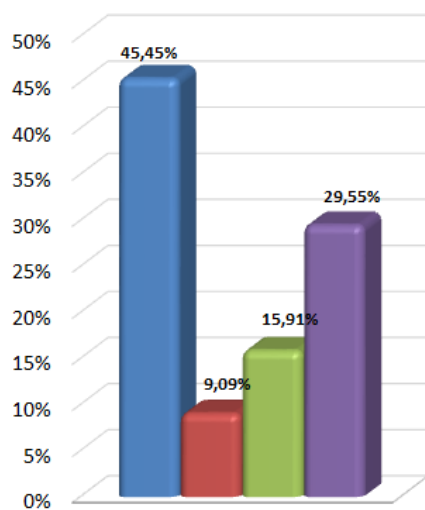
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The fields of activity of institutions where youth coordinators work is close to each other.

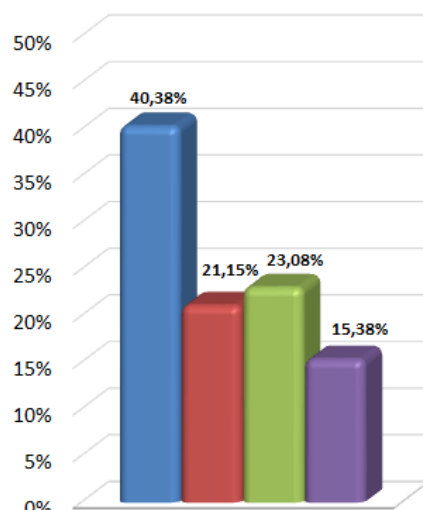
Institutions working in the local area are 34.16%, those working in the international/European scope are 24.69%, and those working at the national level are 23.87%.

With the concept of regional coverage (17.28%), which is the lowest rate, due to the difference in viewpoints in the countries, it can say that the institutions producing local services are 51%.



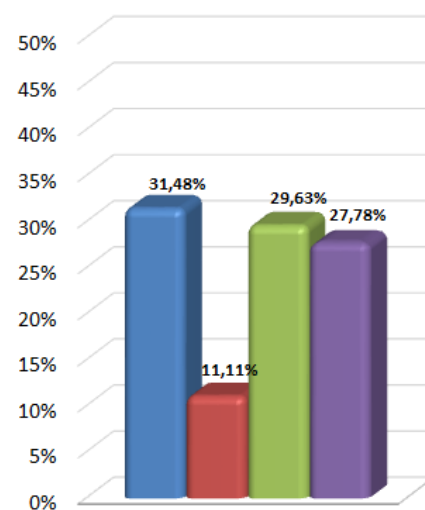
ES

- Local
- Regional
- Nacional
- Internacional / europea



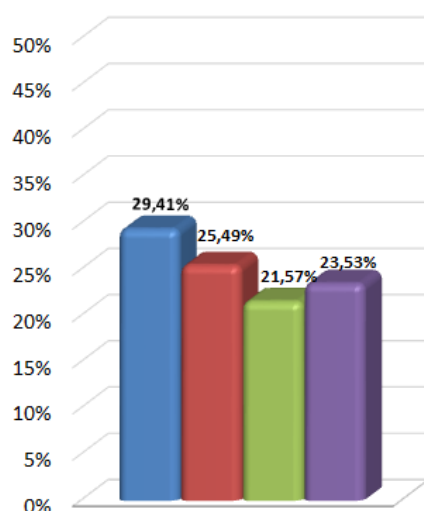
DE

- Lokal
- Regional
- National
- International / Europäisch



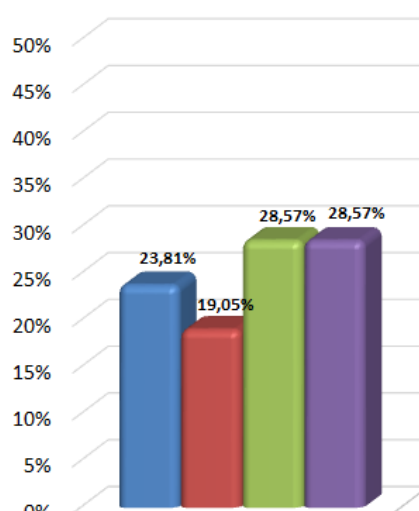
TR

- Yerel
- Bölgesel
- Ulusal
- Uluslararası / Avrupa



SL

- Lokalno
- Regionalno
- Nacionalno
- Mednarodno/evropsko



EL

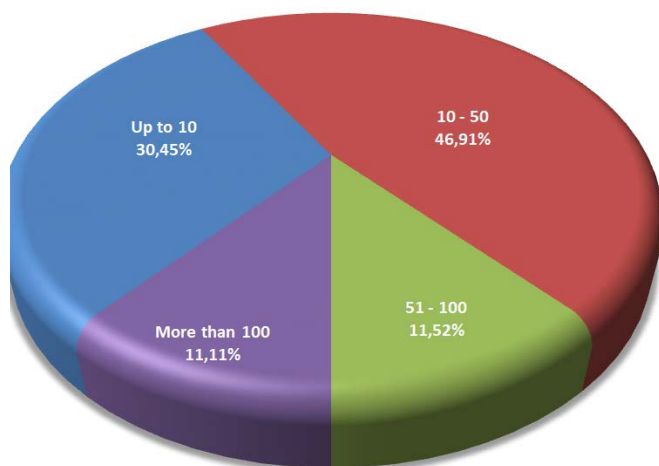
- Τοπικό
- Περιφερειακό
- Εθνικό
- Διεθνή/Ευρωπαϊκό

Looking at the fields of activity by country, the moderate approach continues in Turkey, Slovenia, Cyprus and Greece, and local studies are more intense in Spain and Austria.

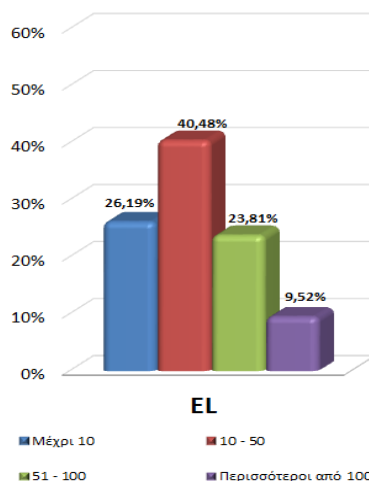
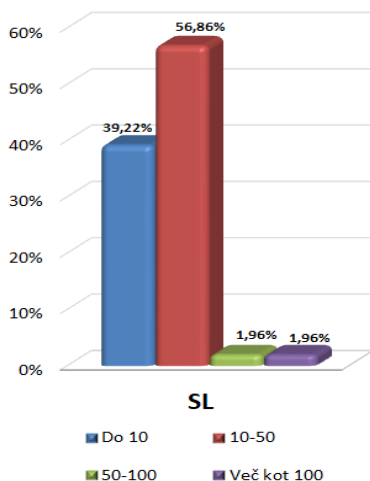
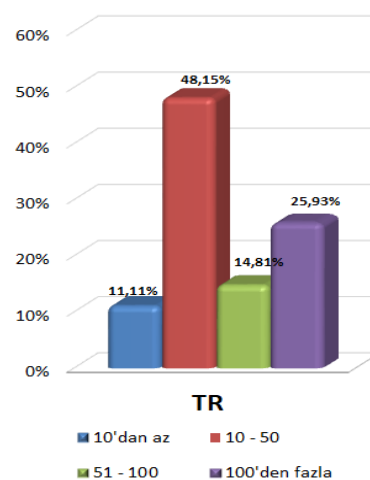
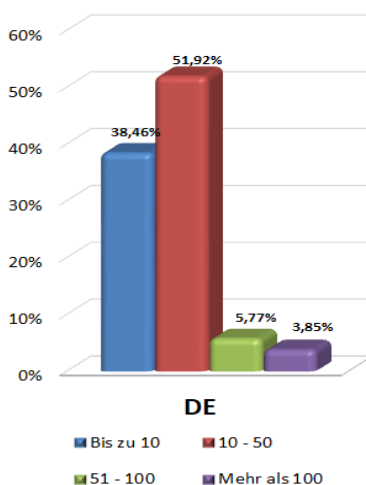
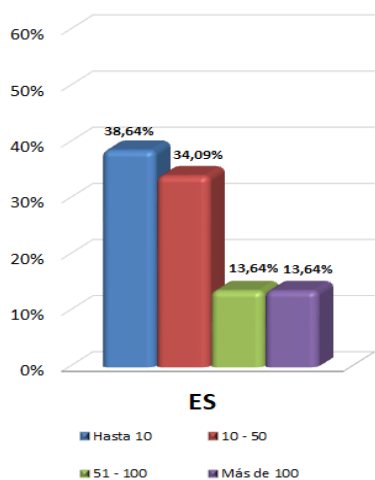


# Volunteering Features

How many volunteers are involved in the organisation that organises your voluntary activities?

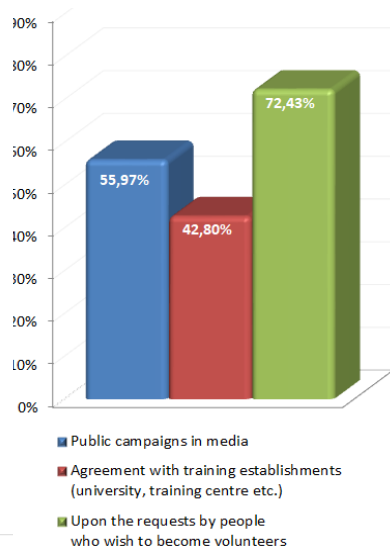


It is seen that youth coordinators take part in a substantial amount of volunteers in the institutions where they work. This situation makes it easier to carry out volunteer projects with high added value. It is one of the most critical factors.



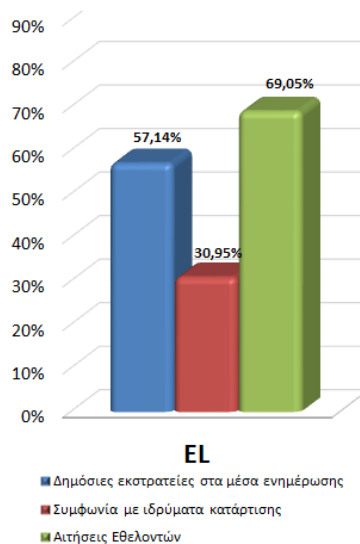
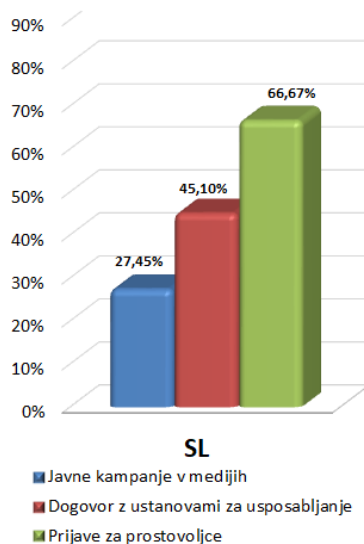
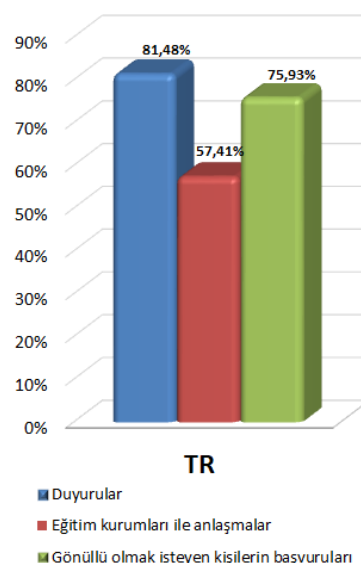
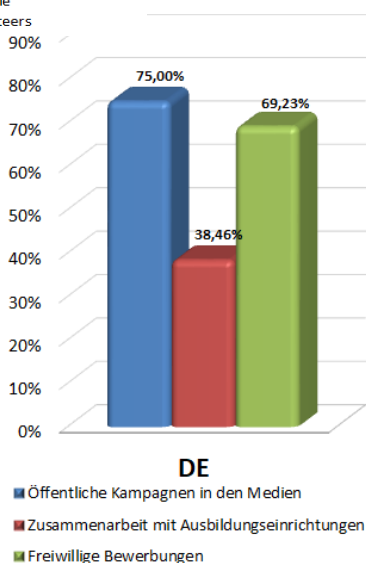
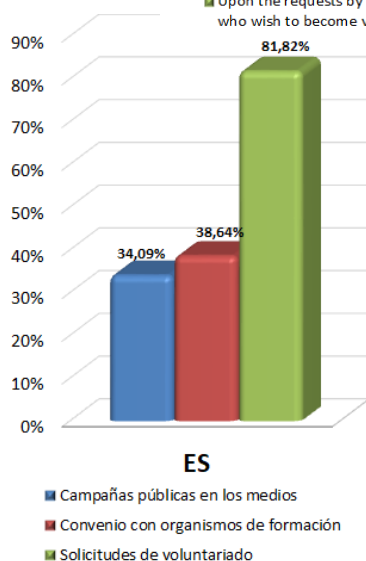
# Volunteering Features

## How does your organisation recruit volunteers?



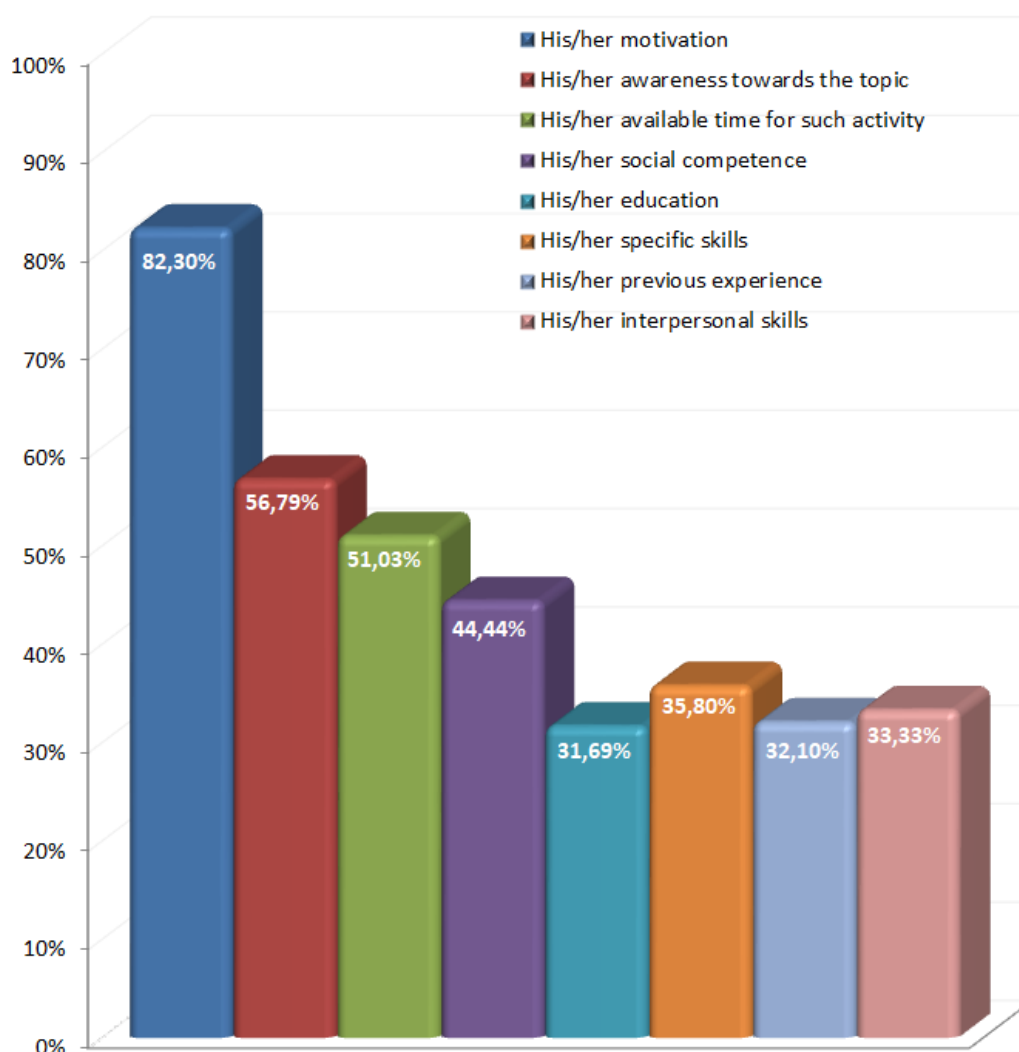
The volunteer selection method's essential detail is about their significant effort in the competition to be a volunteer.

Along with campaigns and announcements, agreements with educational institutions are essential.



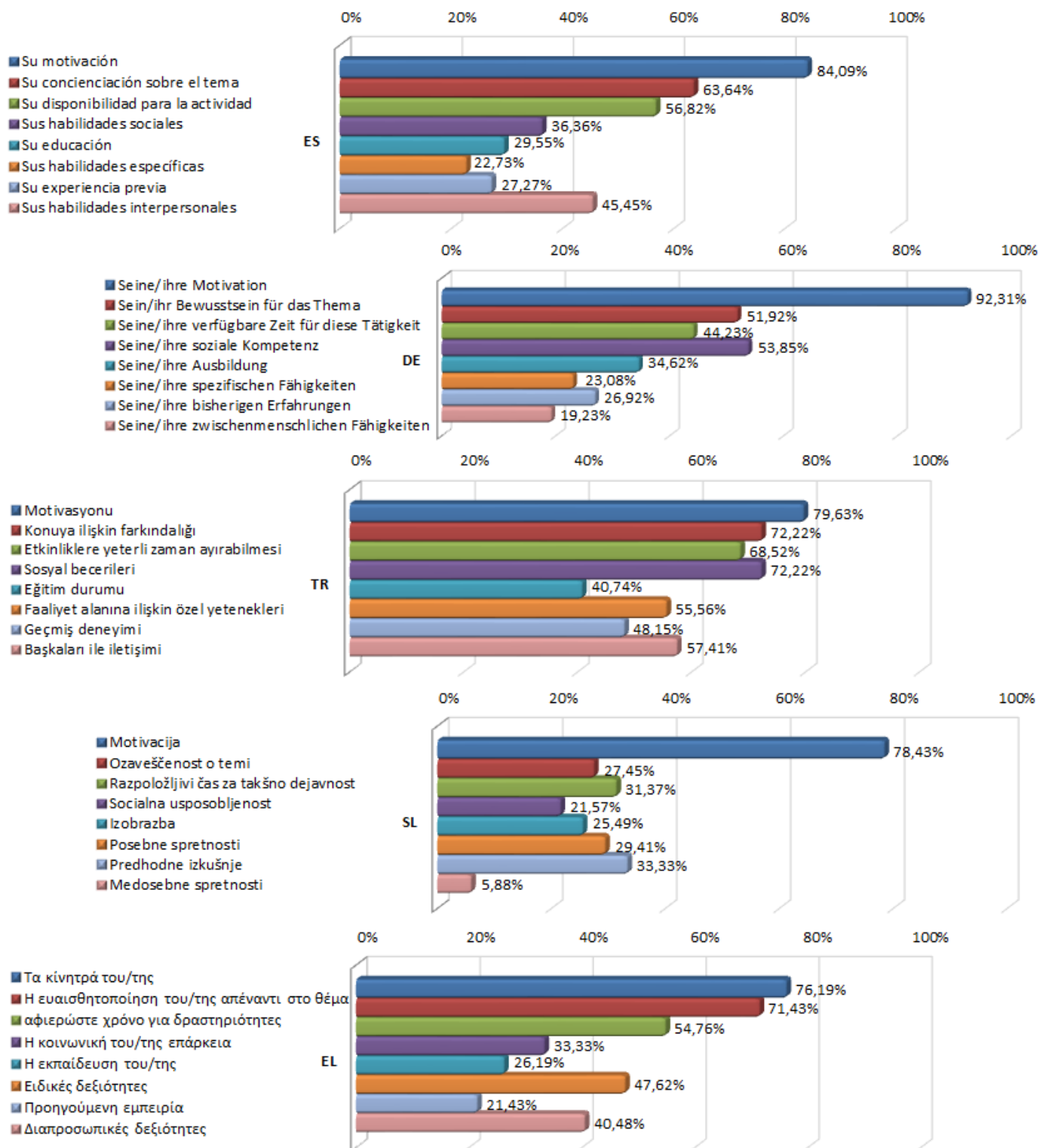
# Volunteering Features

## Which factors influence the decision to involve volunteers?



The most crucial resource of youth work is people. One of the positive aspects of receiving volunteer support is that it can provide quality service with a limited budget.

The volunteer's knowledge, skills, and experience can provide better service to society. When working with volunteers, their motivation about the subject is strong (82.33%), their awareness of the issue (56.79%), their timely participation in activities (51.03%), their social skills (44.44%), their adequate training (31.69%), having unique abilities related to their field of activity (35.80%), having workable experience (32.10%), being able to communicate well with the project team and with others (33.33%) are essential criteria.

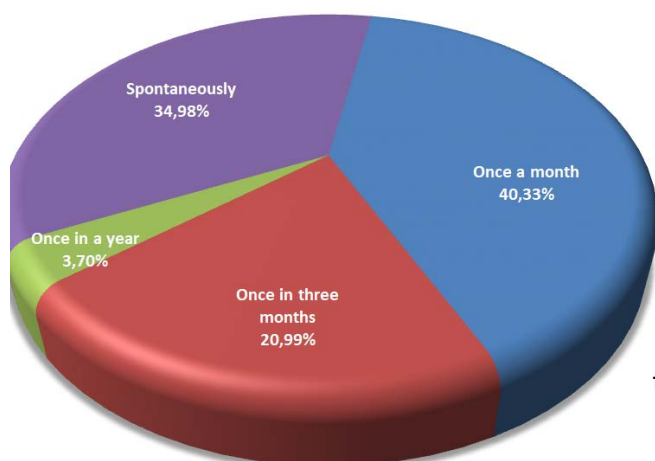


When the criteria for including volunteers are analyzed in terms of country, it is observed that the rates are close to each other in all countries.

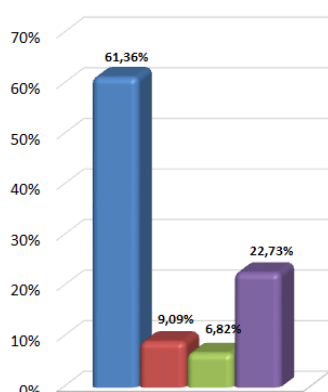
Volunteers' motivation, awareness of the subject, ability to spare time for activities and social skills were generally in the first place.

# Volunteering Features

## How often the volunteers are participating in voluntary activities?

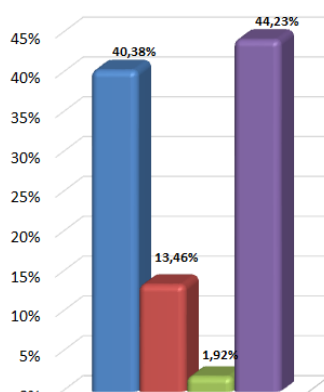


When the frequency of participation in the activities of the volunteers with whom the youth coordinators work is examined; nearly half of them (40.33%) regularly participate in activities at least once a month. It is observed that an important audience such as 34.98% participates whenever they have the opportunity. It can be said that volunteers are the preferences of those who want to do something for the benefit of society at every opportunity or those who participate in activities to spend their spare time.



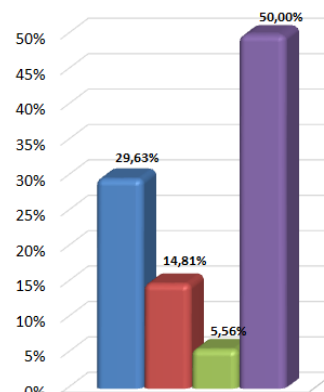
ES

■ Una vez al mes  
■ Una vez cada tres meses  
■ Una vez al año  
■ De manera espontánea



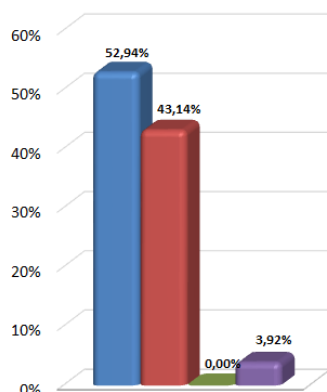
DE

■ Einmal im Monat  
■ Einmal in drei Monaten  
■ Einmal im Jahr  
■ Spontan



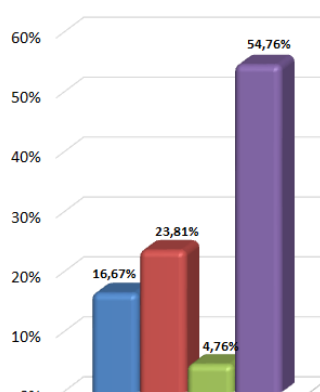
TR

■ Ayda bir  
■ Üç ayda bir  
■ Yılda bir kez  
■ Uygun oldukları zamanlarda



SL

■ Enkrat mesečno  
■ Enkrat na tri mesece  
■ Enkrat na leto  
■ Spontano

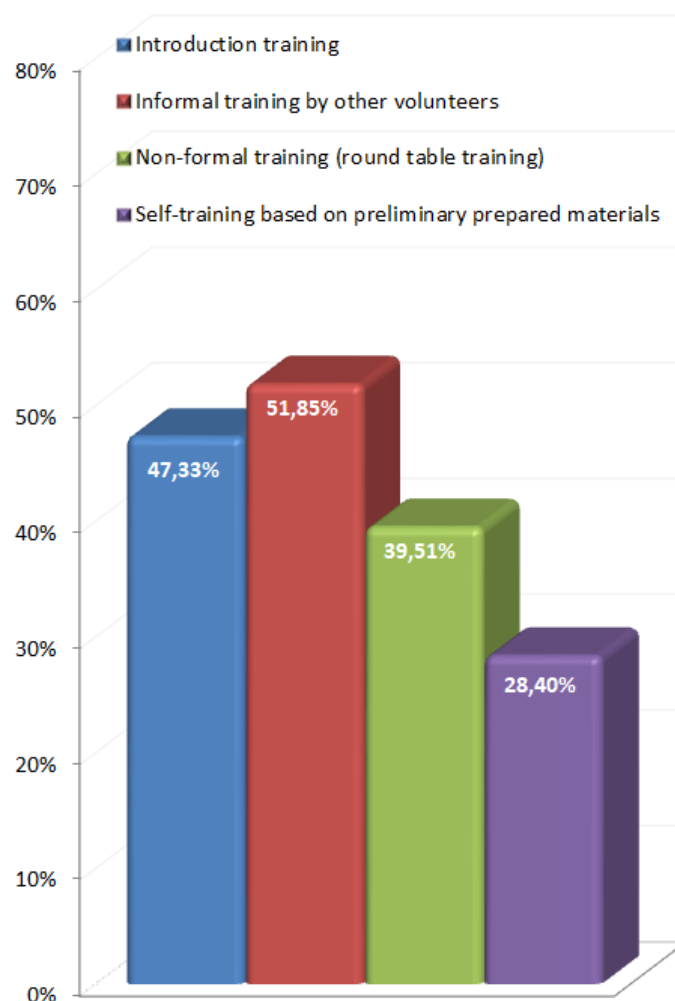


EL

■ Μια φορά τον μήνα  
■ Μια φορά σε τρεις μήνες  
■ Μια φορά το χρόνο  
■ Ακανόνιστα

# Volunteering Features

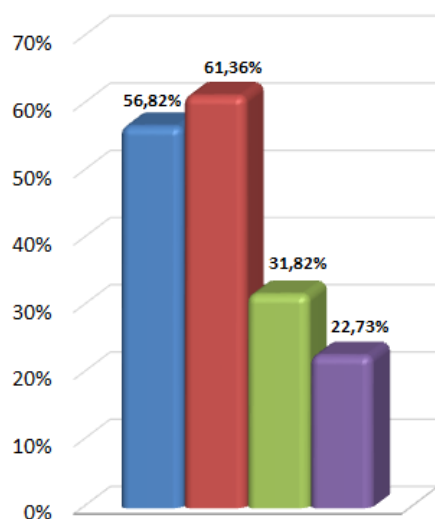
## What type of training and guidance do you provide to volunteers?



Youth coordinators say, “Learn First, Teach Later!”.

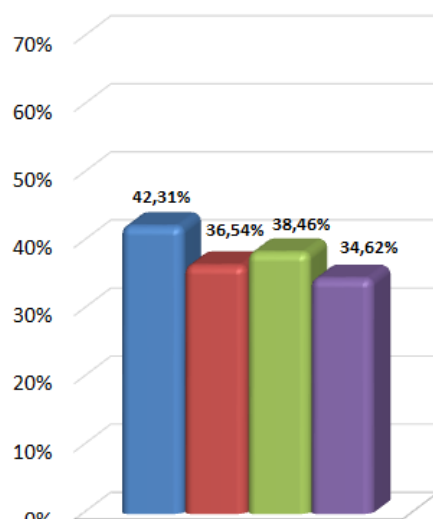
Considering the needs and priorities of youth coordinators, it is seen that training modules have been implemented on many topics. When the techniques used in training are examined, the informal training given by other volunteers comes first with 51.85%.

Induction training with a close rate is 47.33%, non-formal education is 39.51%, and self-education based on ready-made materials is 28.40%, respectively.



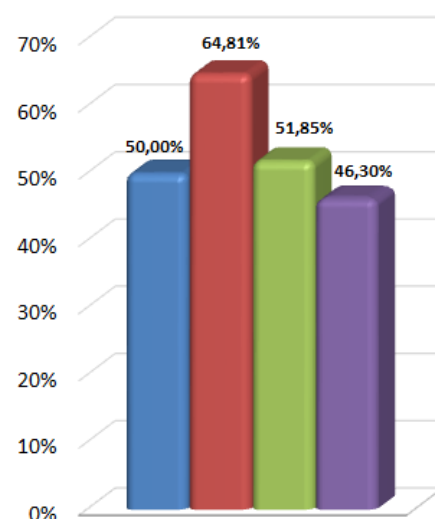
ES

■ Formación introductoria  
■ Entrenamientos para voluntarios  
■ Formación no formal  
■ Educación con materiales listos para usar



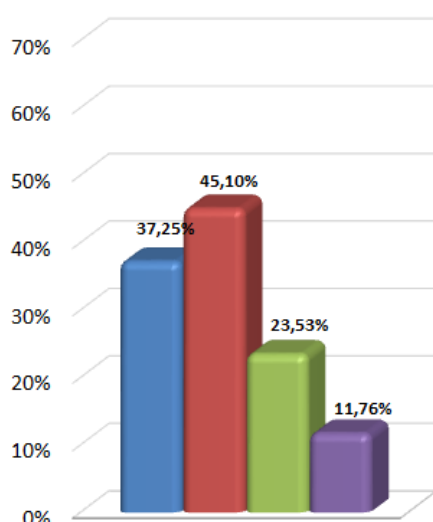
DE

■ Einführungsschulung  
■ Training durch Freiwillige  
■ Nicht-formale Schulung  
■ Bildung mit vorgefertigten Materialien



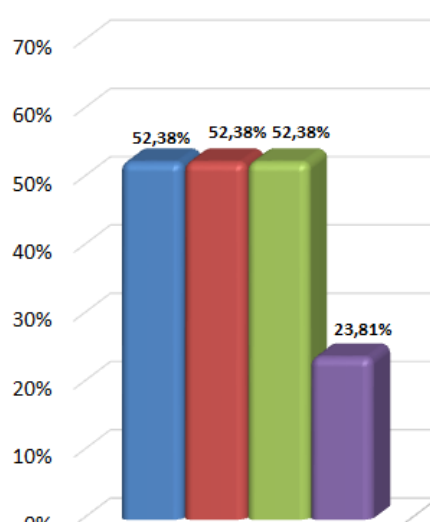
TR

■ Temel eğitim  
■ Gönüllüler tarafından verilen eğitimler  
■ Yaygın eğitim  
■ Hazır materyallerle eğitim



SL

■ Uvodno usposabljanje  
■ Prostovoljska usposabljanja  
■ Neformalno usposabljanje  
■ Izobraževanje s pripravljenimi materiali



EL

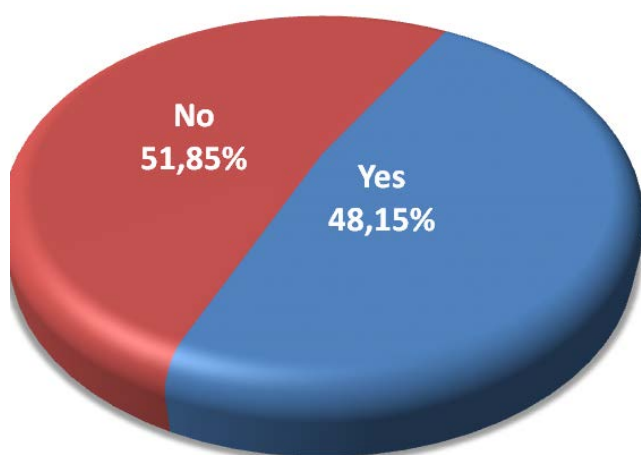
■ Εισαγωγική εκπαίδευση  
■ Εκπαιδεύσεις εθελοντών  
■ Μη τυπική εκπαίδευση  
■ Εκπαίδευση με έτοιμα υλικά

When the national approaches to the training and guidance techniques given to the volunteers are examined, it is seen that the ranking does not change even though the rates vary according to the general graph.



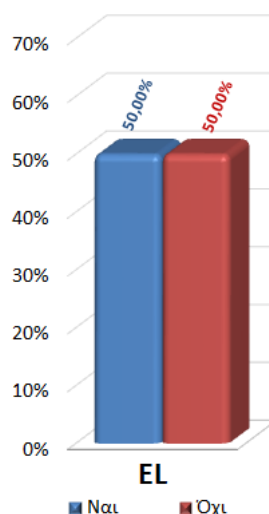
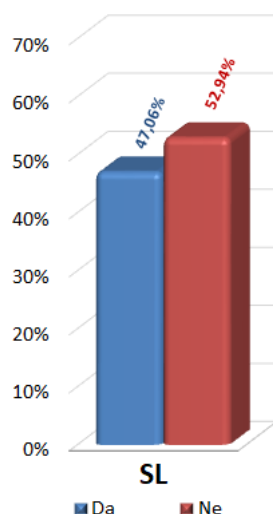
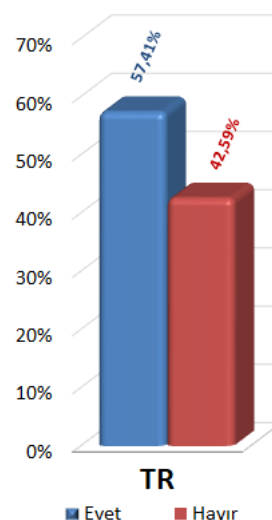
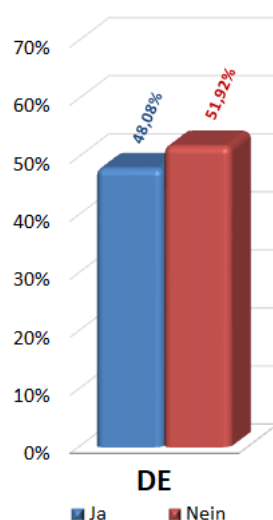
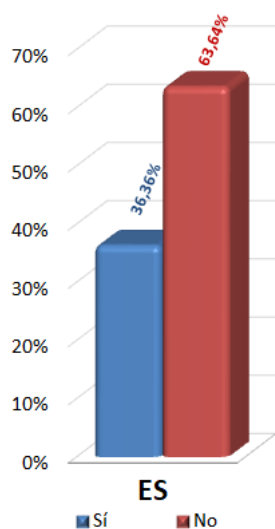
# Volunteering Features

**Have you encountered any difficulties and challenges while cooperating with others during voluntary activity?**



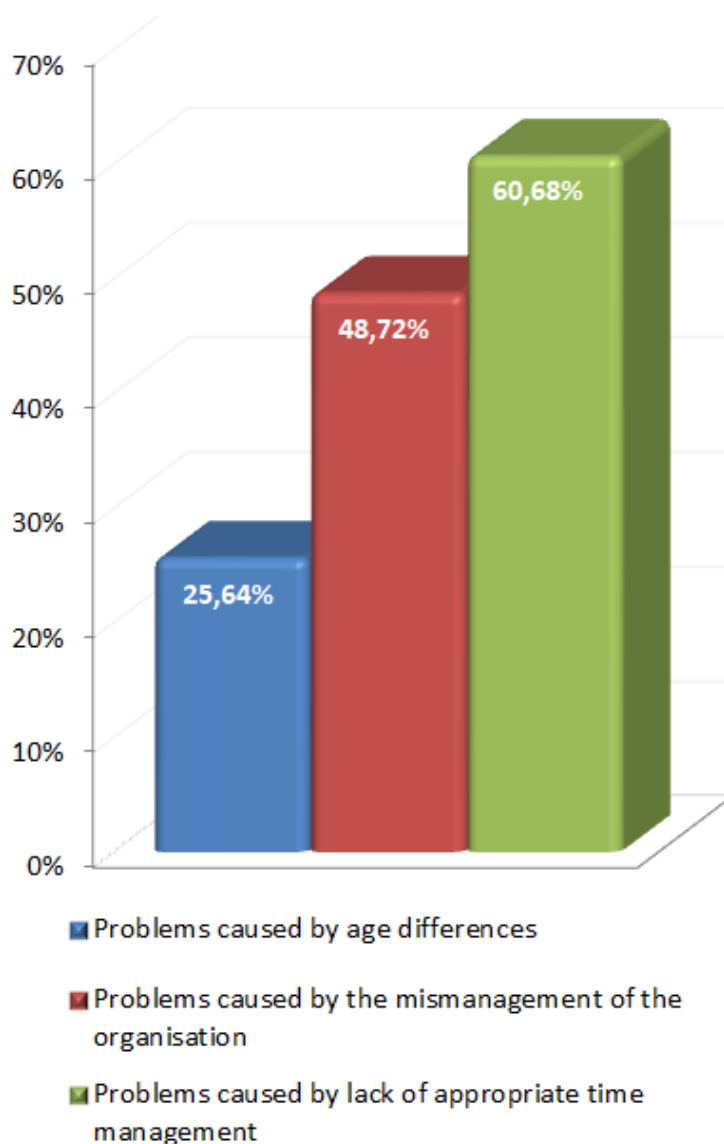
When asked if youth coordinators encountered any difficulties collaborating with others during their volunteer activities, more than half answered "No", with 51.85%. While the rates seem close to each other in the national analysis, the rate of those who answered "No" in Spain differs from the average of 63.64%.

In Turkey, contrary to the general graph, those who answered "Yes" are in the majority with 57.41%.



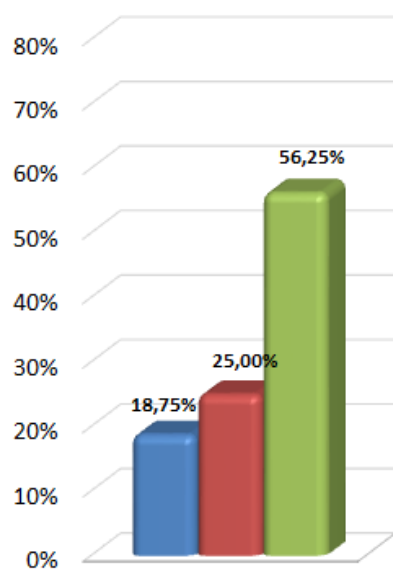
# Volunteering Features

Please choose from the following about you have encountered any difficulties and challenges

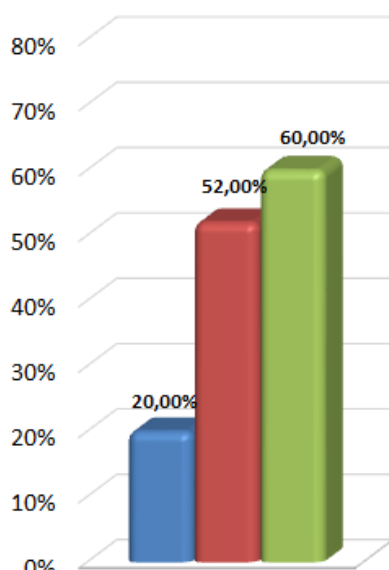


There is no generation gap, but not being able to manage the time correctly is a significant problem!

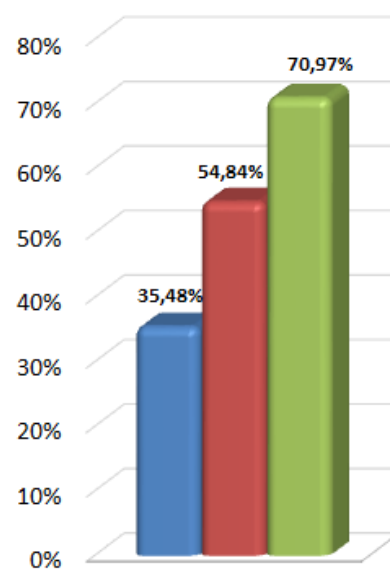
Youth coordinators state that the most crucial difficulty they face in their work with others is time management problems, with 60.68%. In addition to this, the youth coordinators, who stated that the organization-related problems are 48.72% to a considerable extent, indicated that they did not experience significant problems due to the age difference in the studies.



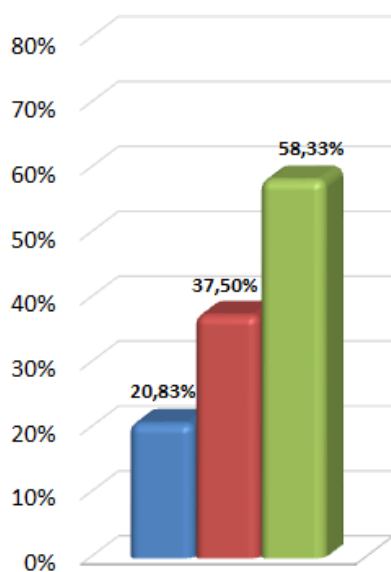
■ Diferencia de edad  
■ Gestión de la organización  
■ Gestión del tiempo



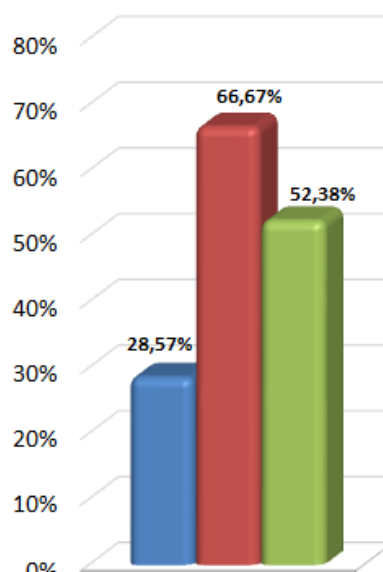
■ Altersunterschied  
■ Organisationsmanagement  
■ Zeiteinteilung



■ Yaş Farkı  
■ Organizasyon Yönetimi  
■ Zaman Yönetimi



■ Razlika v starosti  
■ Organizacijsko upravljanje  
■ Upravljanje časa



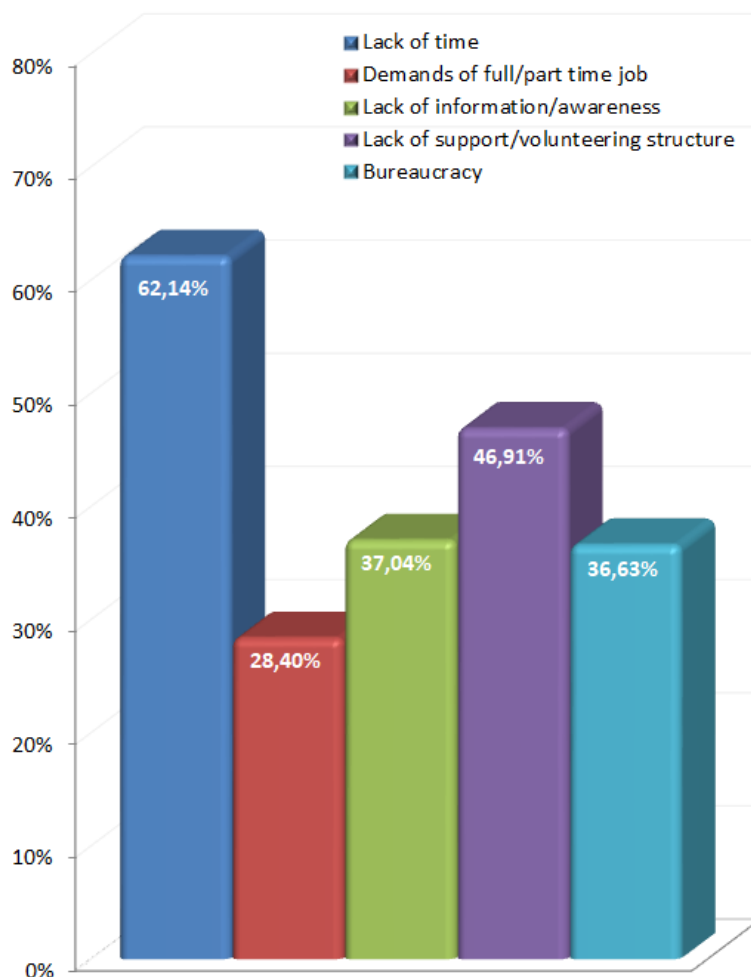
■ Διαφορά ΗΛΙΚΙΑΣ  
■ Διοίκηση Οργανισμού  
■ Διαχείριση χρόνου

It is seen that there are no significant differences in the national evaluations of the difficulties encountered by youth coordinators in their work with others.

It can be said that the results, which generally show similar rates, from the frequency of volunteers' participation in activities to training techniques and the difficulties encountered, shed light on national volunteering perspectives and show similarities.

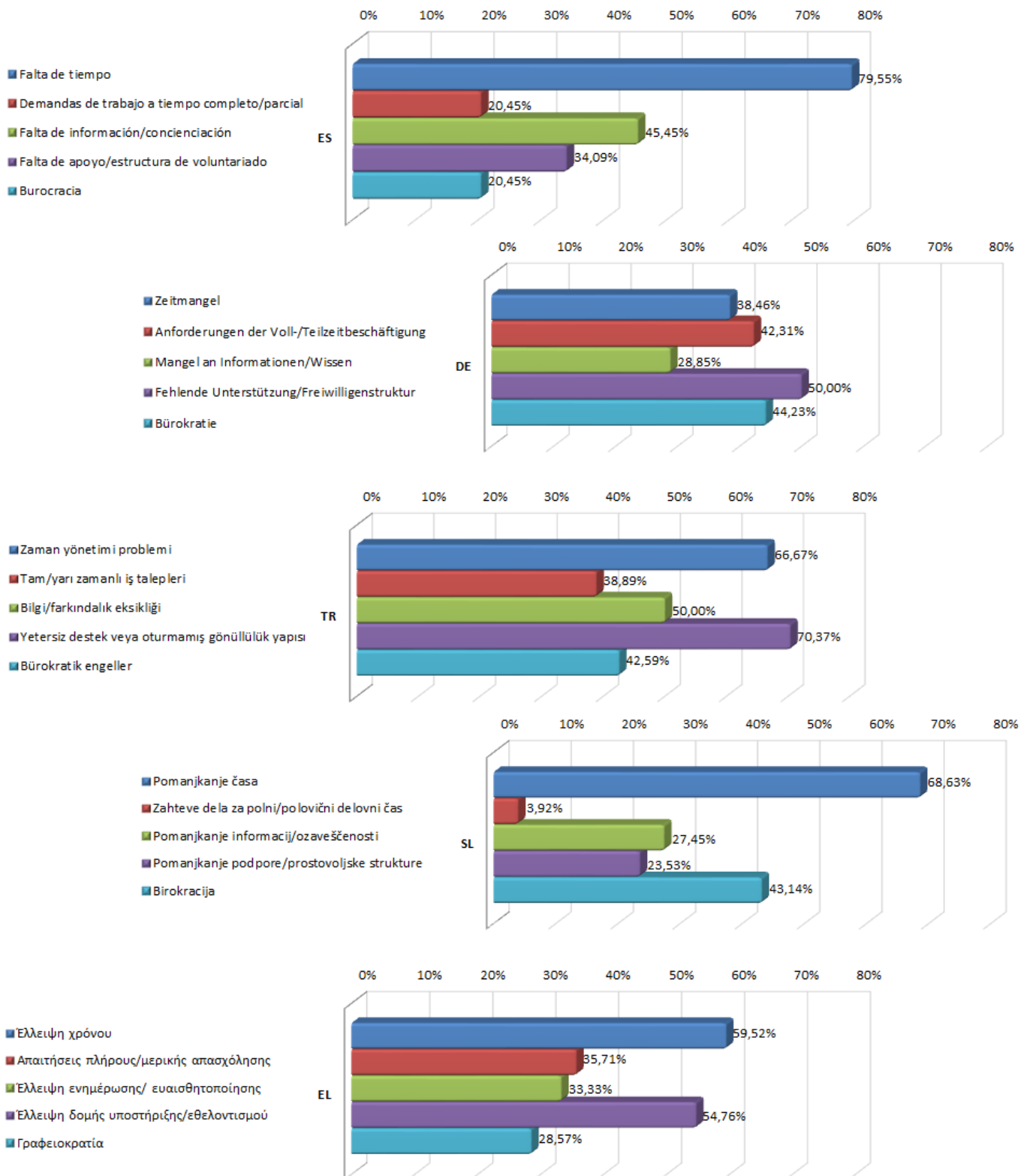
# Volunteering Features

## What are the main barriers that volunteers face?



When youth coordinators are asked about the obstacles in front of volunteers, the problem of time management occurs at 62.14%, just like in the previous question.

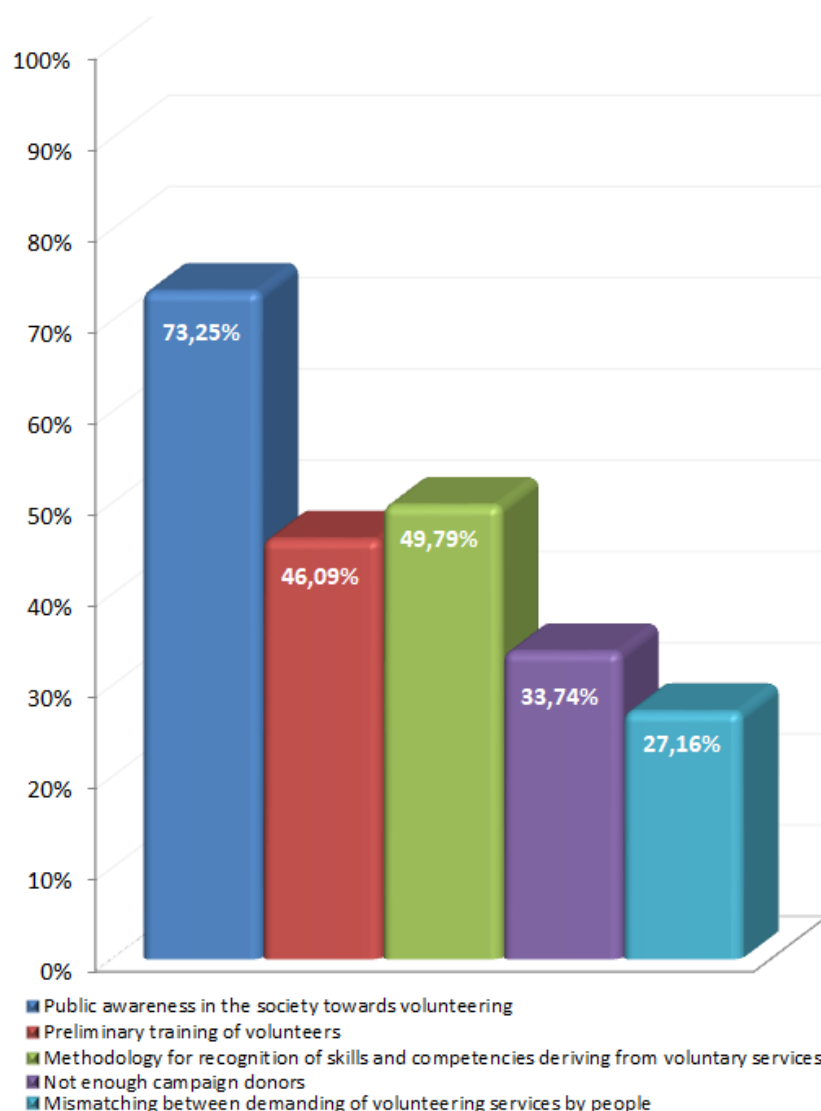
Unsettled volunteering structure, both in terms of legislation, support, and design, stands out as a secondary problem with 46.91%. Lack of information and prejudices regarding volunteering are among the essential obstacles with 37.04%, Bureaucratic obstacles with 36.63%, and full/part-time support requests from relevant institutions that may not comply with the volunteers 28.40%.



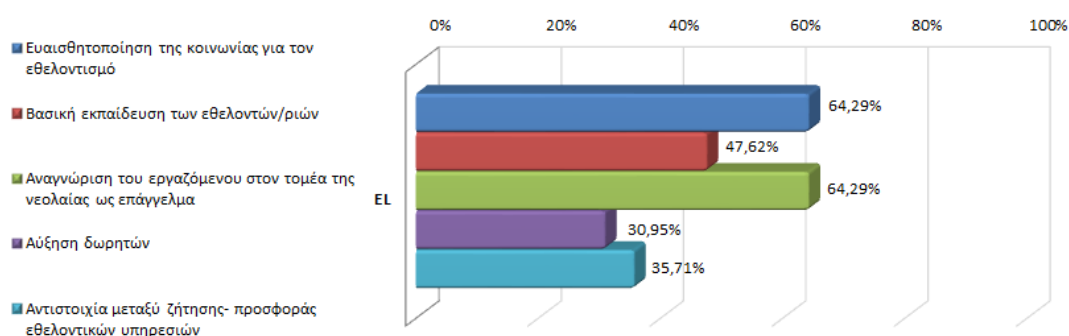
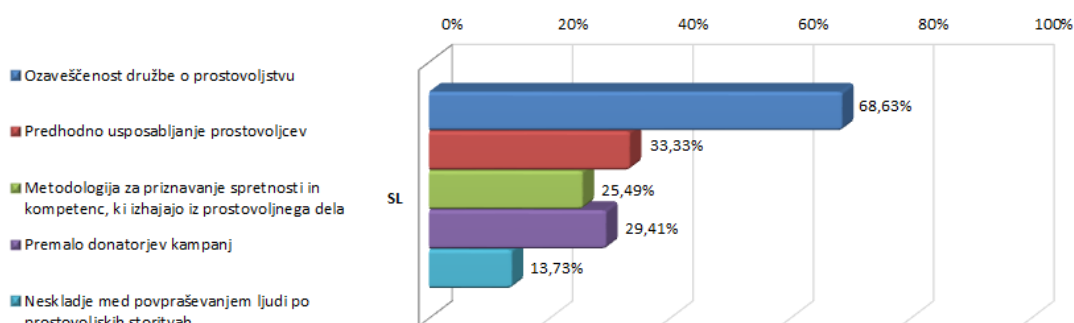
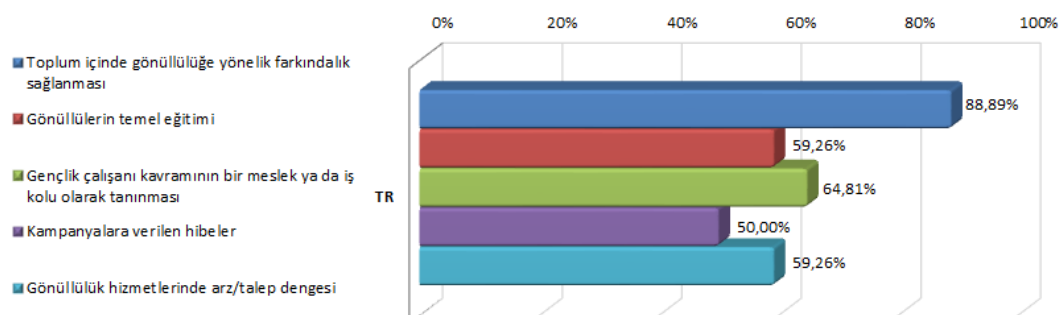
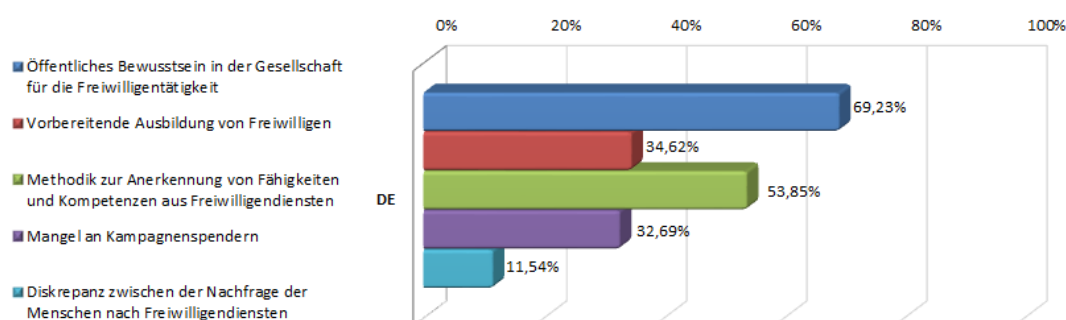
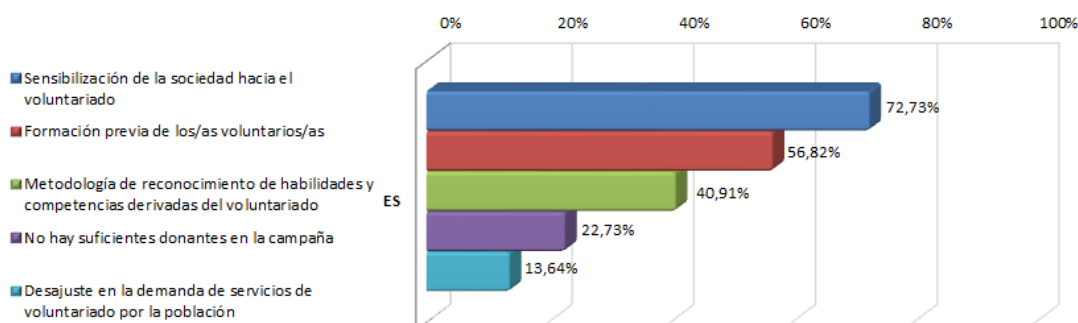
Looking at the obstacles in front of volunteers from the perspective of youth coordinators, time management issues come to the forefront by a wide margin in Spain & Slovenia. In Austria & Turkey, insufficient support or an unsettled volunteer structure took the first place, while in Cyprus and Greece, these two options were shaped in relative proportions.

# Volunteering Features

## What areas need improvement according to your opinion?



When the youth coordinators are asked about the areas that need improvement regarding volunteering, among the problems we encounter in general terms; are participation, perception, commitment, knowledge & experience, management, resource problems and lack of legal regulations. In a detailed examination, it is aimed to raise awareness about volunteering in the society (73.25%), to recognize the concept of youth work as a profession or business line (49.79%), the basic training of volunteers (46.09%), to grants to campaigns (33, 74%), the supply/demand balance in volunteering services (27.16%) were expressed as areas in need of improvement.

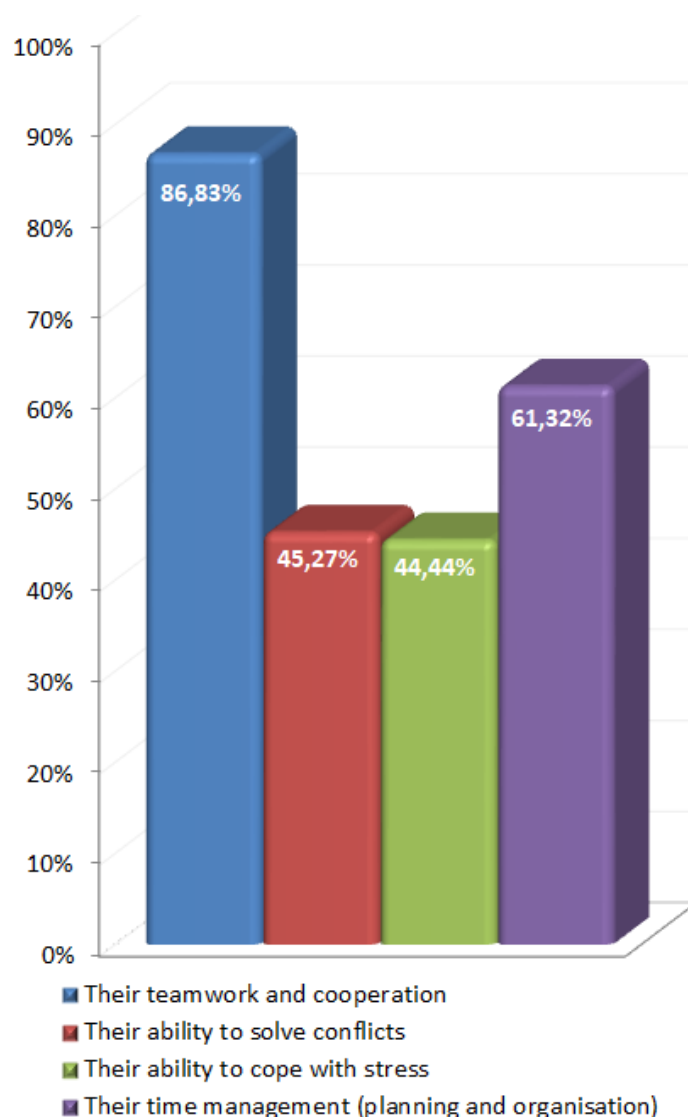


When we look at the areas that need to be improved in volunteering nationally, it is observed that volunteering has not been placed on a healthy ground due to both the social perspective and the legislation. Similarly, it is one field that shows a general approach based on countries where the concept of youth worker should be defined as a business line.

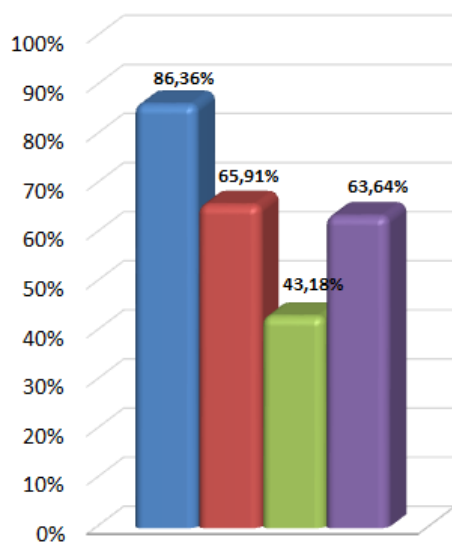


# Volunteering Features

According to you, which basic competences are necessary for a volunteer?

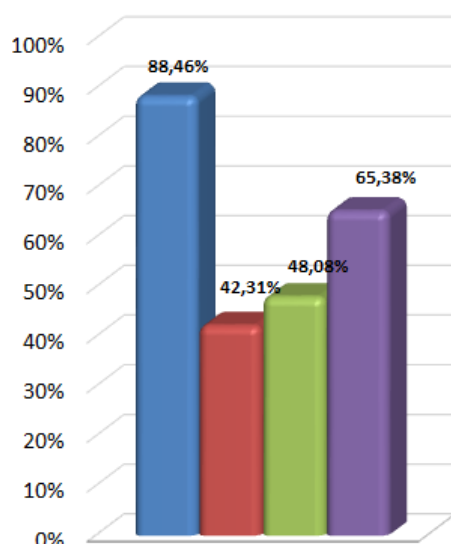


Youth coordinators state that the most necessary qualification they look for in volunteers is the tendency for teamwork and cooperation with 86.83%. Time management skill in planning/organization, which is one of the most critical problems they see in volunteers and organizations, ranks second with 61.32%, followed by the ability to solve conflicts with 45.27% and cope with stress at 44.44%.



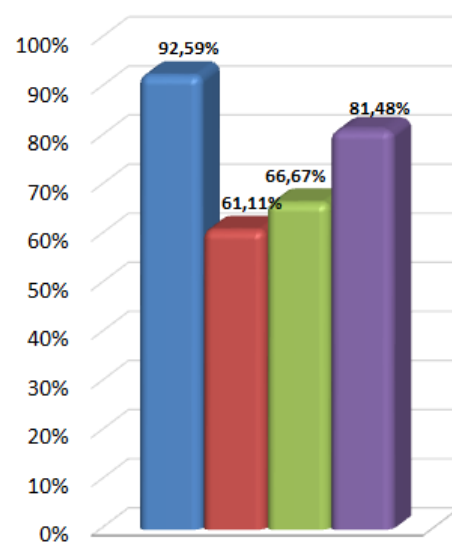
ES

■ Trabajo en equipo y cooperación.  
 ■ Capacidad para resolver conflictos  
 ■ Capacidad para gestionar el estrés  
 ■ Gestión del tiempo



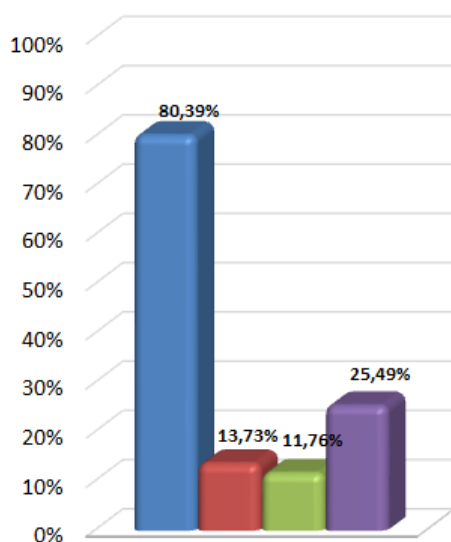
DE

■ Ihre Teamfähigkeit und Kooperationsbereitschaft  
 ■ Ihre Fähigkeit, mit Konflikten umzugehen  
 ■ Ihre Fähigkeit, mit Stress umzugehen  
 ■ Ihr Zeitmanagement



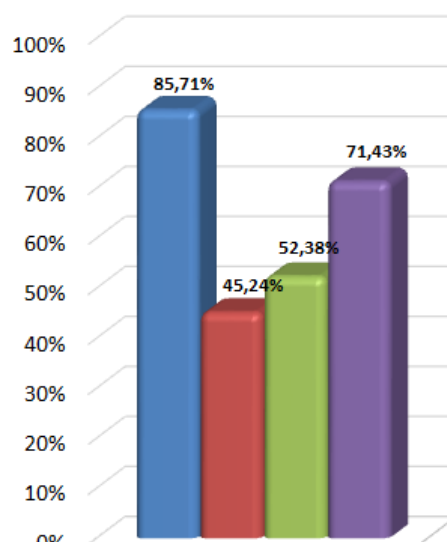
TR

■ Takım çalışması ve işbirliğine yatkınlık  
 ■ Fikir ayrılıklarını çözümleme becerisi  
 ■ Stresle başa çıkabilme becerisi  
 ■ Planlama/Organizasyon'da zaman yönetimi becerisi



SL

■ Sposobnost timskega dela in sodelovanja  
 ■ Sposobnost reševanja konfliktov  
 ■ Sposobnost obvladovanja stresa  
 ■ Učinkovito upravljanje časa



EL

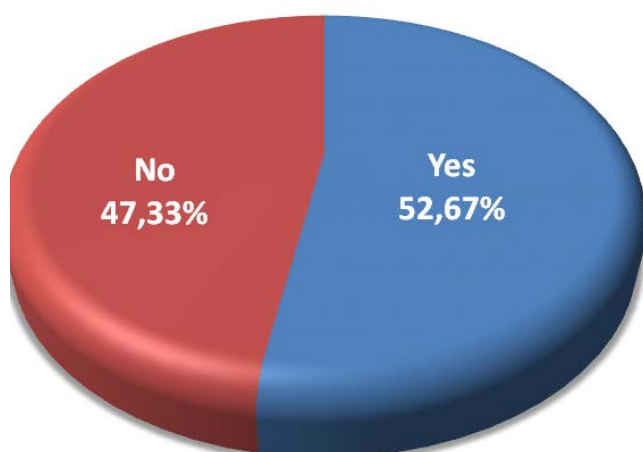
■ Ομαδικότητα και συνεργασία  
 ■ Ικανότητα να επιλύει συγκρούσεις  
 ■ Ικανότητα να αντιμετωπίζει το άγχος και την πίεση  
 ■ Διαχείριση χρόνου

The concept of teamwork and inclination to cooperation is a concept that is at the centre of volunteering not only in projects but also in life, from business life to social life. It is undeniable that youth coordinators see it as the essential qualification for value-added productions.

Similarly, time management, problem-solving and coping skills are among the agenda items for youth coordinators.

# Training Features

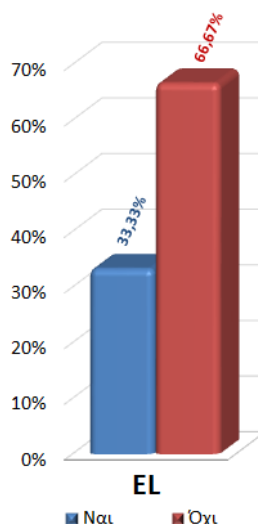
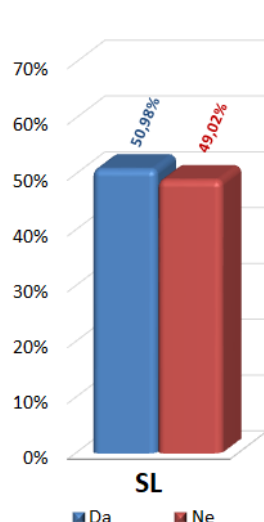
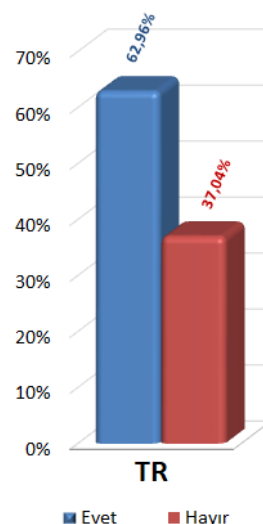
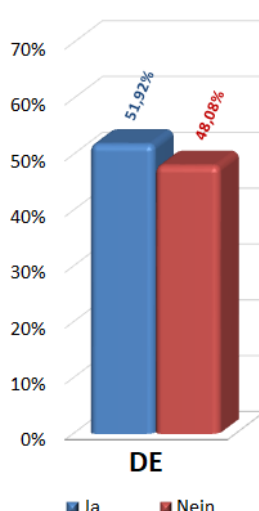
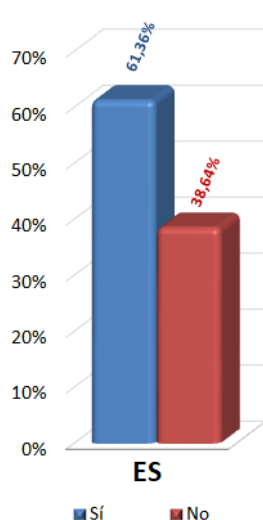
Have you participated in any kind of training before starting your volunteering management work?



52.67% of the youth coordinators stated that they received training before starting the volunteer management work.

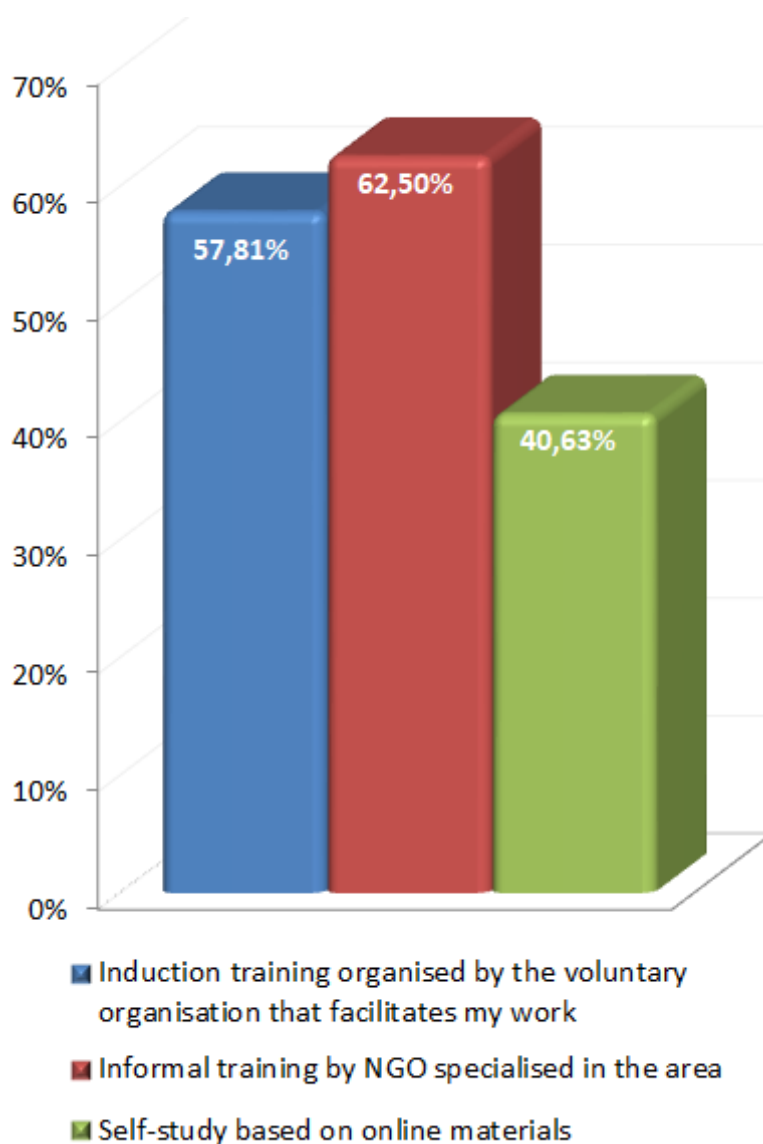
In the country analysis, those with subject-specific training were in the majority, while in Cyprus and Greece, this rate was 66.67% "no".

It can say that the age range, education level, and experience process affect this result.

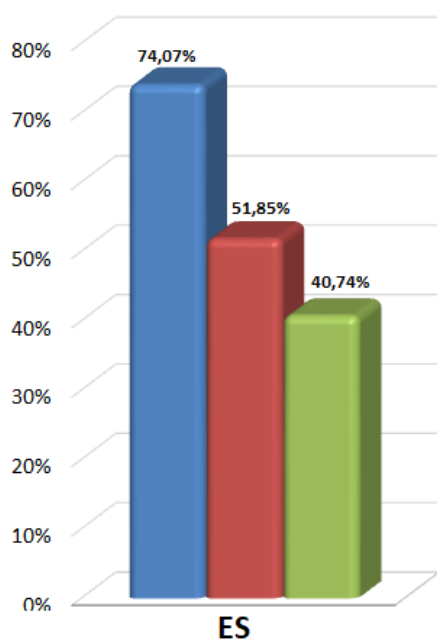


# Training Features

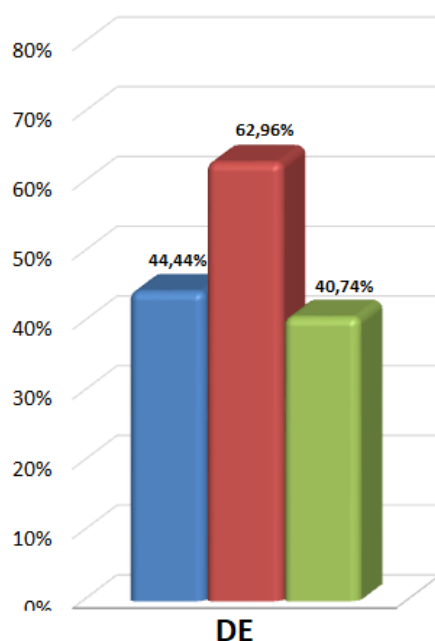
Please specify kind of training



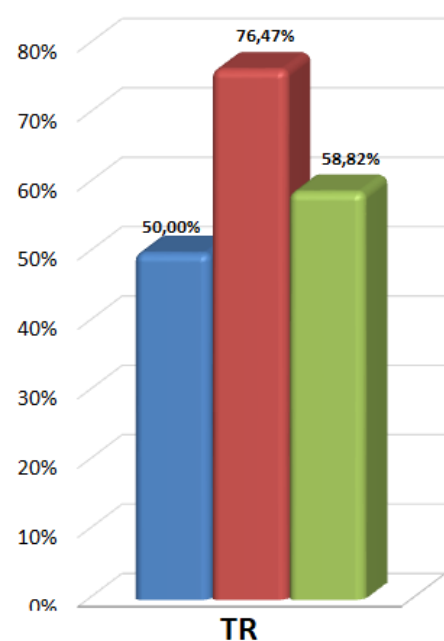
62.50% of the youth coordinators attended the training given by specialized institutions before starting the volunteer management work. It is seen that 57.81% attend the on-the-job training organized by the volunteer organization, and 40.63% receive individual training based on online materials.



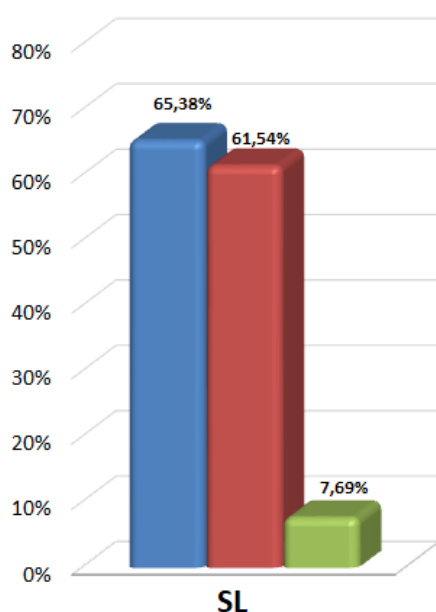
■ Formación inicial impartida por la organización de voluntariado que facilita mi trabajo  
 ■ Formación informal impartida por una ONG especializada en la materia  
 ■ Formación autodidacta basada en materiales online



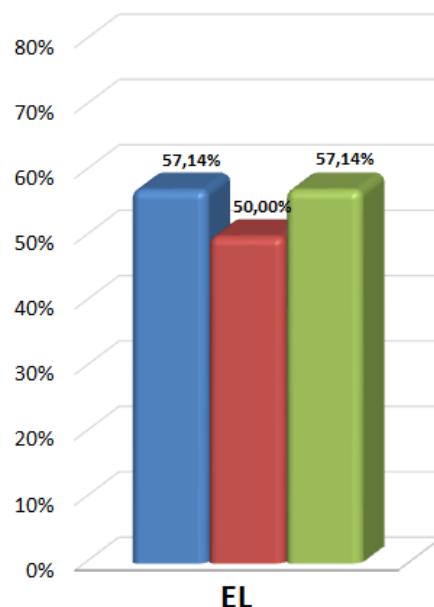
■ Einführungsschulung, organisiert von der Freiwilligenorganisation  
 ■ Informelle Schulung durch eine auf diesen Bereich spezialisierte NRO  
 ■ Selbststudium anhand von Online-Materialien



■ Gönüllü organizasyonu tarafından düzenlenen iş başı eğitimi  
 ■ Alanında uzmanlaşmış kurumlar tarafından verilen eğitim  
 ■ Çevrimiçi materyallere dayalı bireysel eğitim



■ Uvodno usposabljanje, ki ga organizira prostovoljna organizacija, ki mi omogoča delo  
 ■ Neformalno usposabljanje, ki ga organizira nevladna organizacija, specializirana za to področje  
 ■ Samostojno učenje na podlagi spletnega gradiva



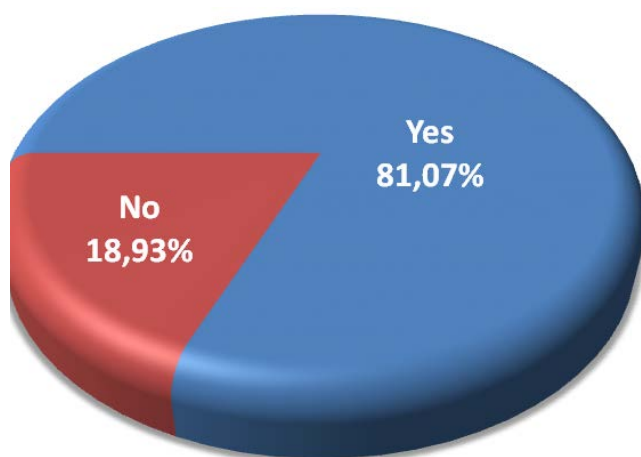
■ Εισαγωγική εκπαίδευση που διοργανώνεται από την εθελοντική οργάνωση  
 ■ Άτυπη κατάρτιση από ΜΚΟ που ειδικεύεται στον τομέα  
 ■ Αυτοεκπαίδευση με βάση υλικό στο διαδίκτυο

In Spain, Slovenia, Cyprus and Greece, on-the-job training organized by the volunteer organization takes priority, while in Austria and Turkey, training given by specialized institutions takes place.

Individual training based on online materials was observed in third place in all countries but was of considerable importance at 40%.

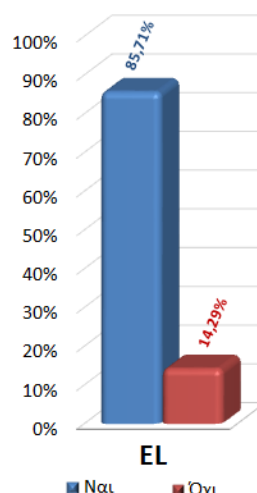
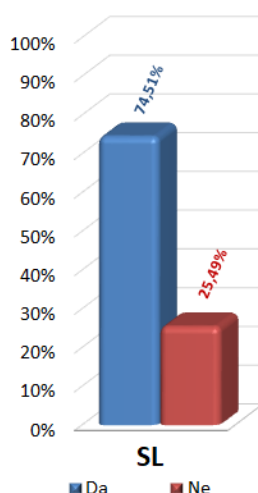
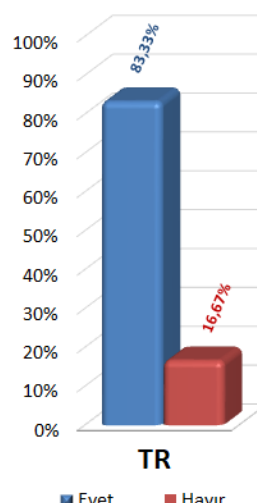
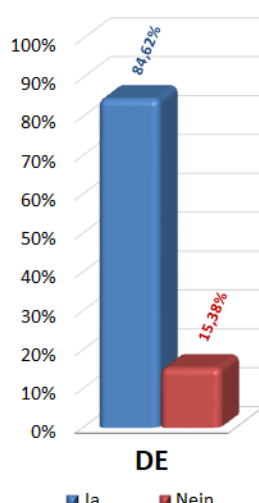
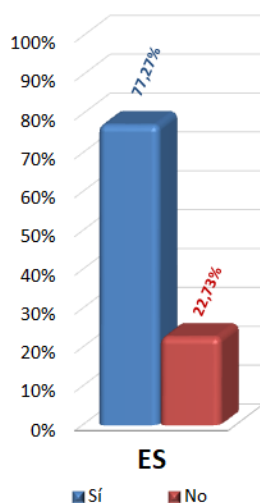
# Training Features

Are you interested in participating in a specialised training in volunteering management to increase the success with your voluntary activities?



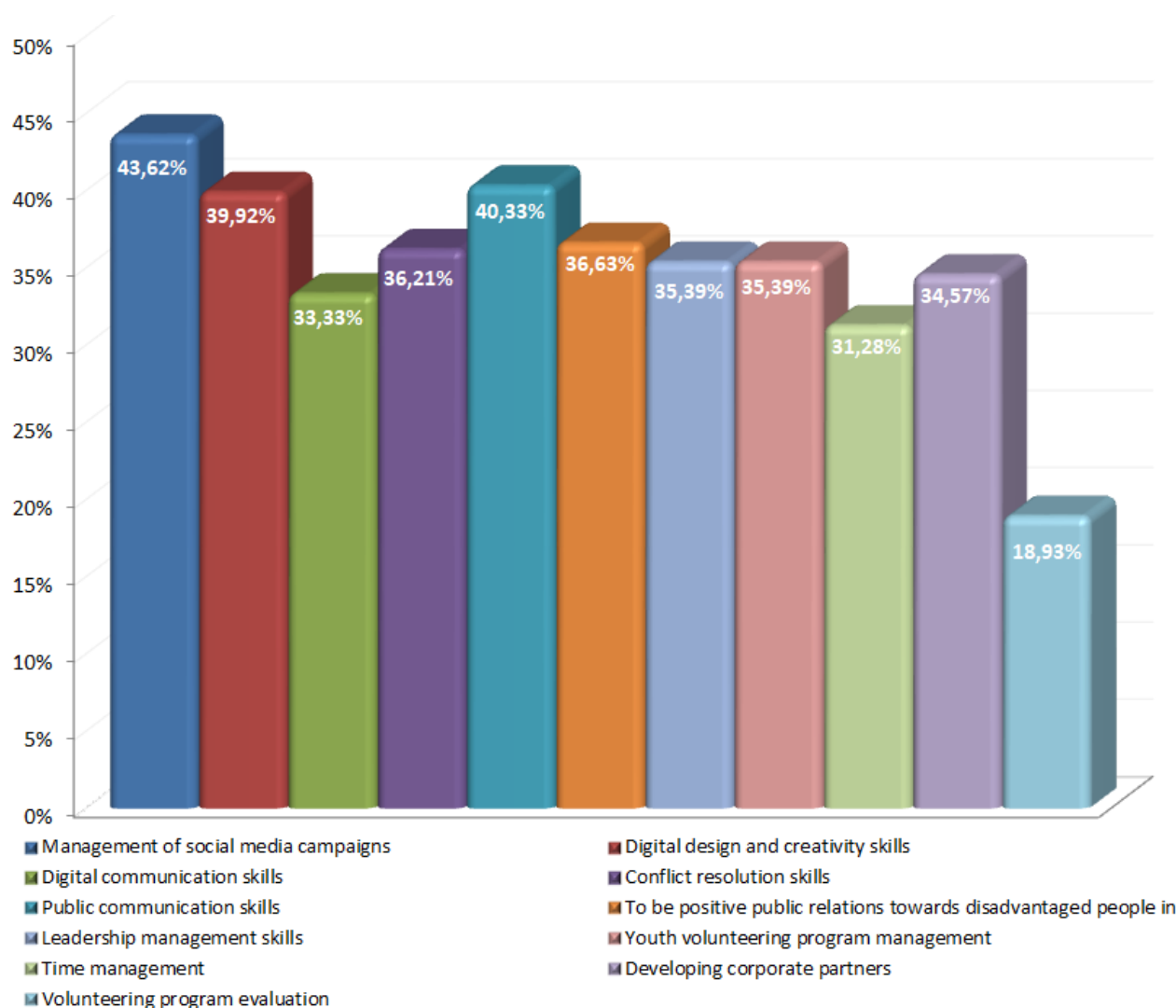
Youth coordinators stated that they are willing to participate in special training on volunteering management with a rate of 81.07% to increase the success in their volunteer activities.

This ratio was observed in a similar majority in the national distributions.



# Training Features

**What are the most important skills that you need to be effective at volunteering management?**



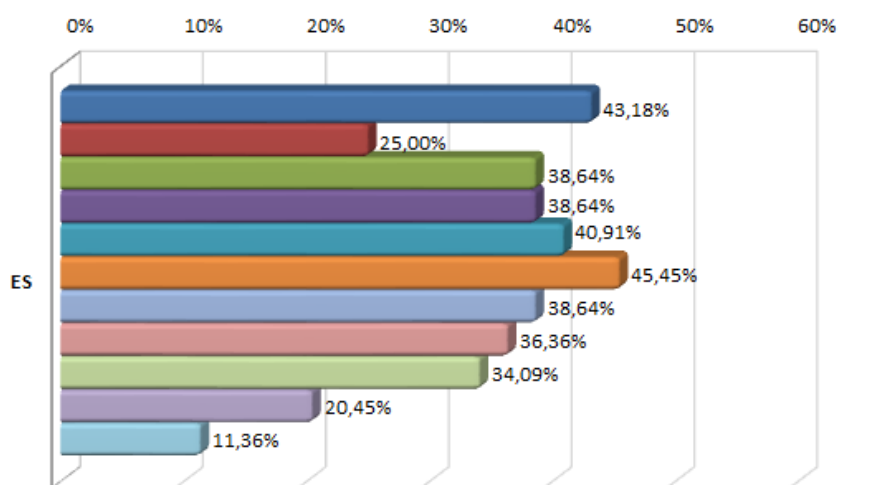
When youth coordinators are asked about the skills, they need to carry out effective volunteer management;

- Management of social media campaigns (43.62%)
- Public communication skills (40.33%)
- Digital design and creativity skills (39.92%)
- Positive public relations towards disadvantaged people (36.63%)
- Conflict resolution skills (36.21%)
- Leadership management skills (35.39%)
- Youth volunteering program management (35.39%)
- Developing corporate partnerships (34.57%)
- Digital communication skills (33.33%)
- Time management (31.28%)
- Volunteering program evaluation (18.93%)

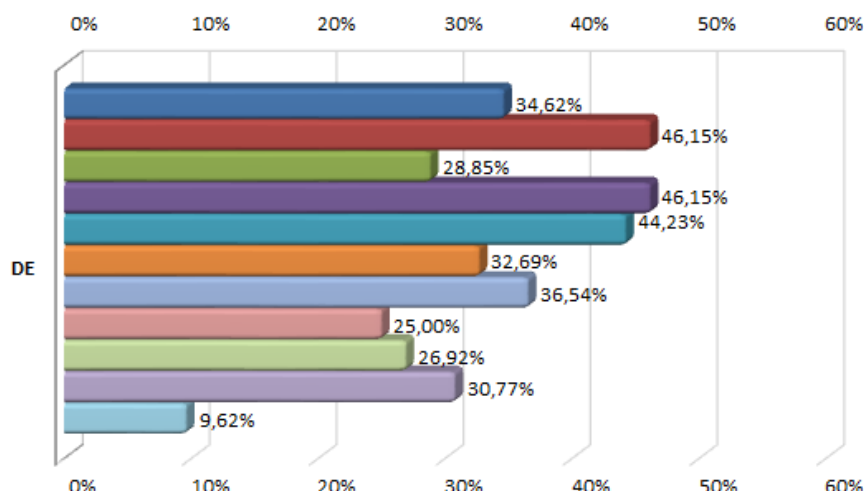
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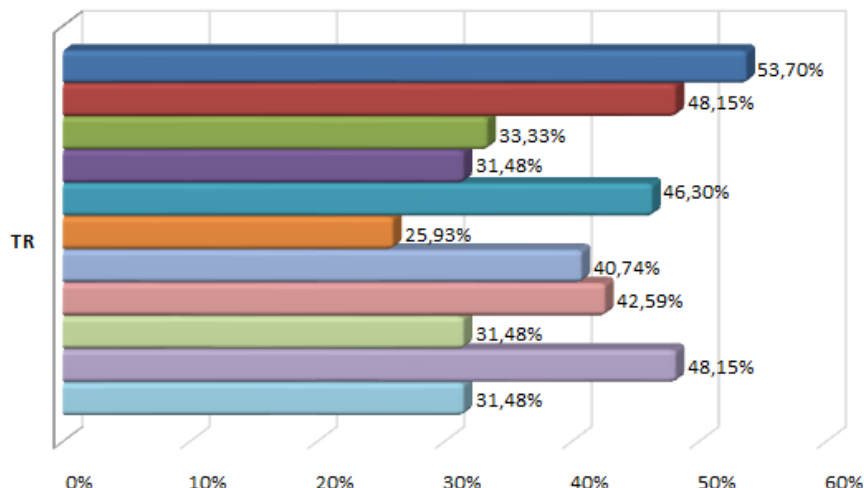
- Gestión de campañas en las redes sociales
- Diseño digital y aptitudes creativas
- Habilidades en comunicación digital
- Habilidades en la resolución de conflictos
- Habilidades de comunicación en público
- Comunicación positiva con los desfavorecidos
- Habilidades de gestión del liderazgo
- Gestión de programas de voluntariado de jóvenes



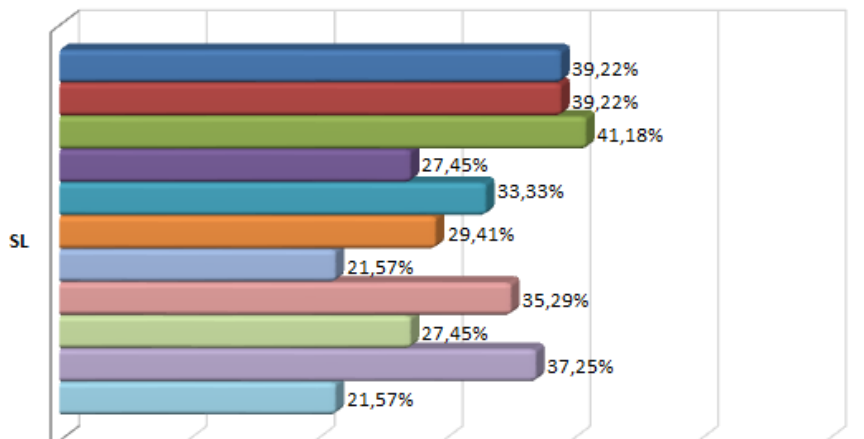
- Verwaltung von Kampagnen in den sozialen Medien
- Digitale Design- und Kreativität
- Digitale Kommunikationsfähigkeiten
- Fähigkeiten zur Konfliktlösung
- Fähigkeiten in der öffentlichen Kommunikation
- Positive Kommunikation mit Benachteiligten
- Managementfähigkeiten als Führungskraft
- Management von Jugendfreiwilligenprogrammen

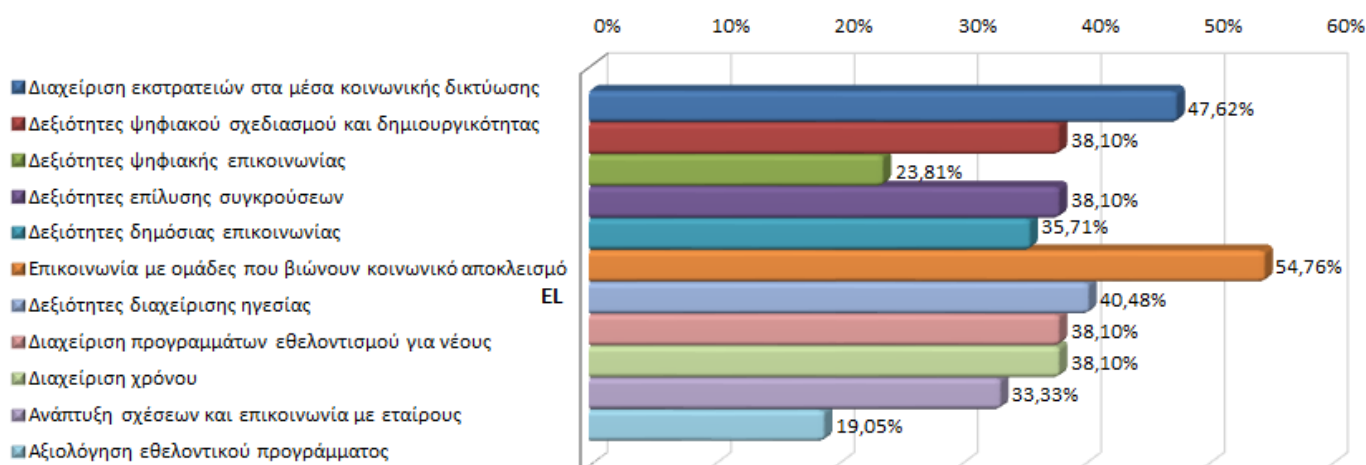


- Sosyal medya kampanyalarının yönetimi
- Dijital tasarım ve yaratıcılık becerileri
- Dijital iletişim becerileri
- Fikir ayrılıklarını çözme becerisi
- Halkla ilişkiler becerileri
- Dezavantajlı insanlarla olumlu ilişkiler sergilemek
- Liderlik yeteneği
- Genç gönüllülük programı yönetimi
- Zaman yönetimi
- Kurumsal ortaklıklar kurabilmek
- Gönüllülük programını değerlendirebilme becerisi



- Upravljanje kampanj v družbenih medijih
- Veščine digitalnega oblikovanja in ustvarjalnosti
- Veščine digitalnega komuniciranja
- Veščine reševanja konfliktov
- Veščine javnega komuniciranja
- Pozitivna komunikacija s prikrajšanimi
- Vodstvene spretnosti vodenja
- Vodenje prostovoljskega programa za mlade
- Upravljanje časa
- Razvijanje poslovnih partnerstev
- Vrednotenje različnih programov prostovoljstva





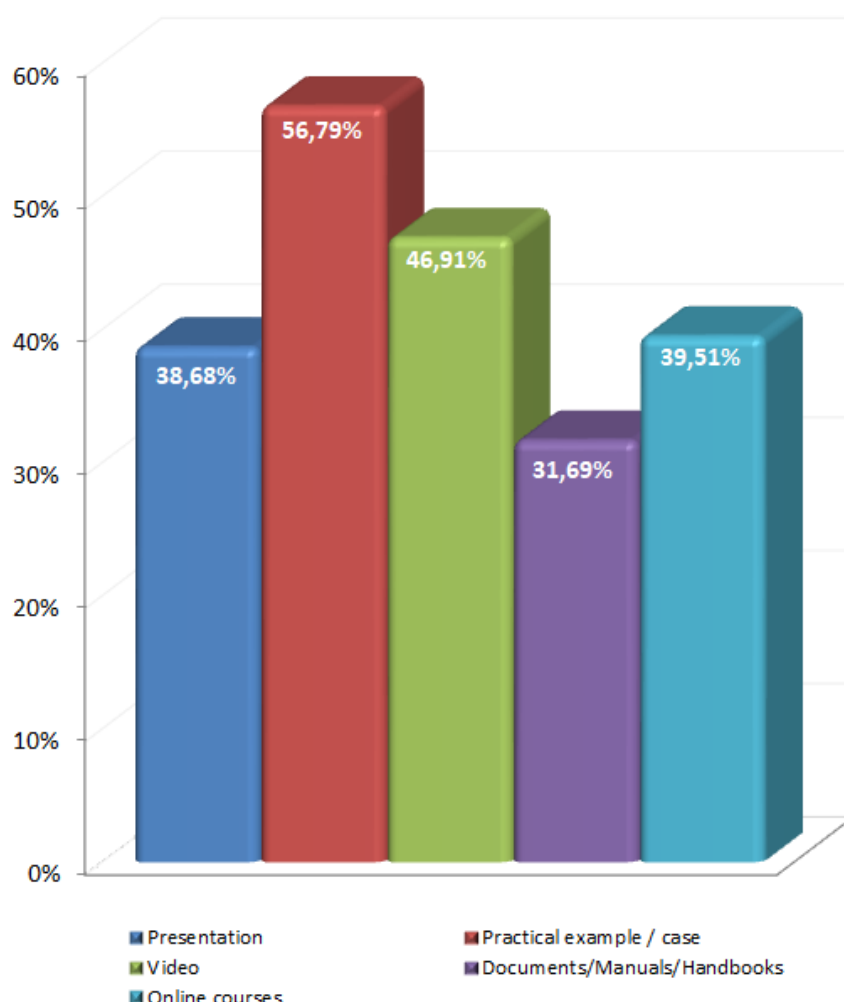
	ES	DE	TR	SL	EL
Management of social media campaigns	43,18% <sup>2</sup>	34,62% <sup>5</sup>	53,70% <sup>1</sup>	39,22% <sup>2</sup>	47,62% <sup>2</sup>
Public communication skills	40,91% <sup>3</sup>	44,23% <sup>3</sup>	46,30% <sup>4</sup>	33,33%	35,71%
Digital design and creativity skills	25,00%	46,15% <sup>1</sup>	48,15% <sup>2</sup>	39,22% <sup>3</sup>	38,10% <sup>4</sup>
To be positive public relations towards disadvantaged people in	45,45% <sup>1</sup>	32,69%	25,93%	29,41%	54,76% <sup>1</sup>
Conflict resolution skills	38,64% <sup>4</sup>	46,15% <sup>2</sup>	31,48%	27,45%	38,10% <sup>5</sup>
Youth volunteering program management	36,36%	25,00%	42,59% <sup>5</sup>	35,29% <sup>5</sup>	38,10%
Leadership management skills	38,64% <sup>5</sup>	36,54% <sup>4</sup>	40,74%	21,57%	40,48% <sup>3</sup>
Developing corporate partners	20,45%	30,77%	48,15% <sup>3</sup>	37,25% <sup>4</sup>	33,33%
Digital communication skills	38,64%	28,85%	33,33%	41,18% <sup>1</sup>	23,81%
Time management	34,09%	26,92%	31,48%	27,45%	38,10%
Volunteering program evaluation	11,36%	9,62%	31,48%	21,57%	19,05%

Social media campaign management has been shown among the skills needed in all project partner countries. Digital design and creativity skills are seen in the second place in most of the country.

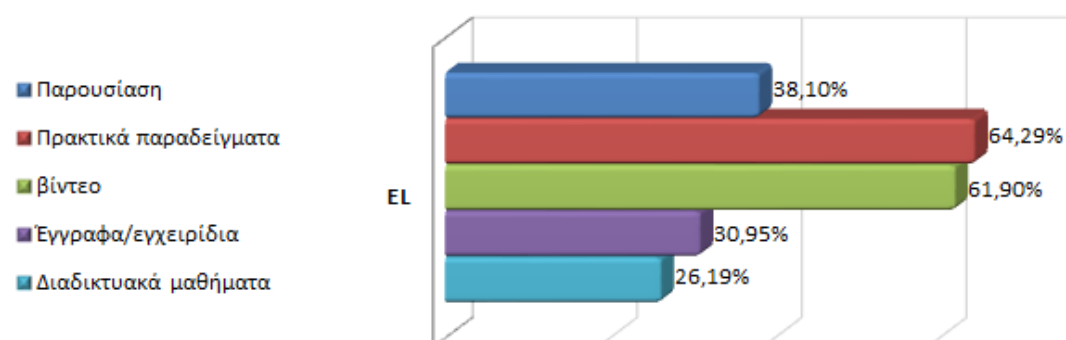
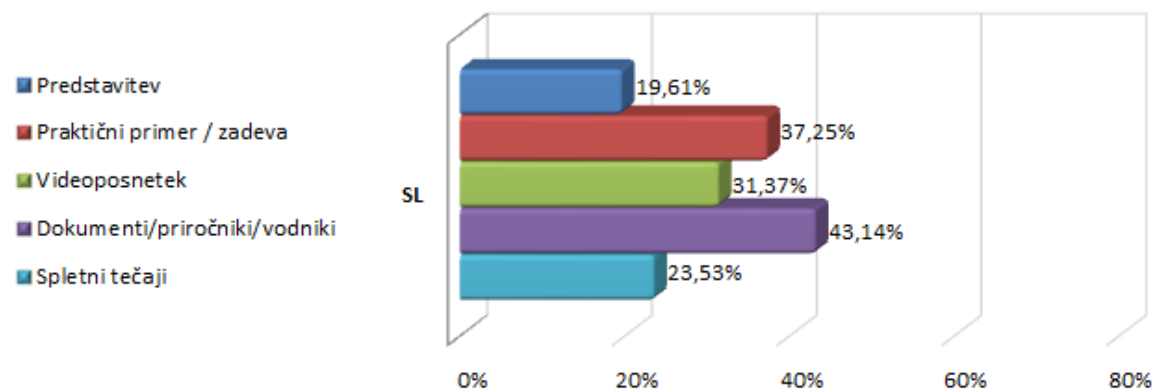
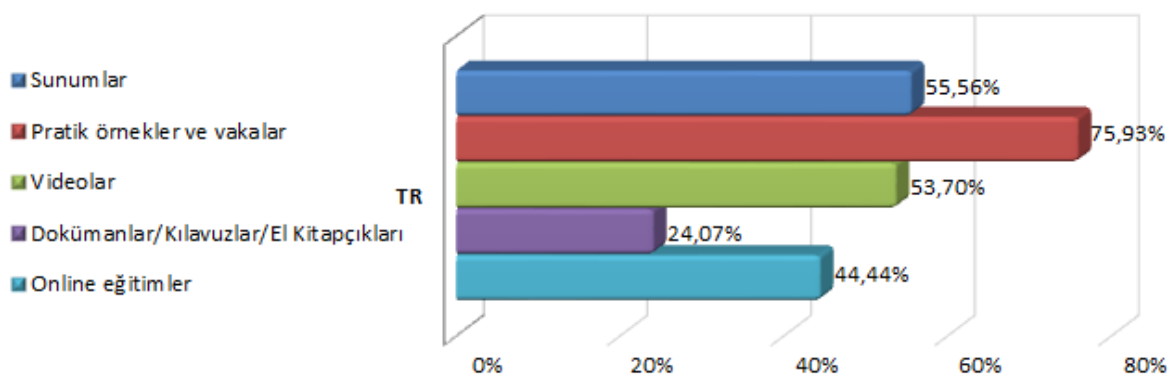
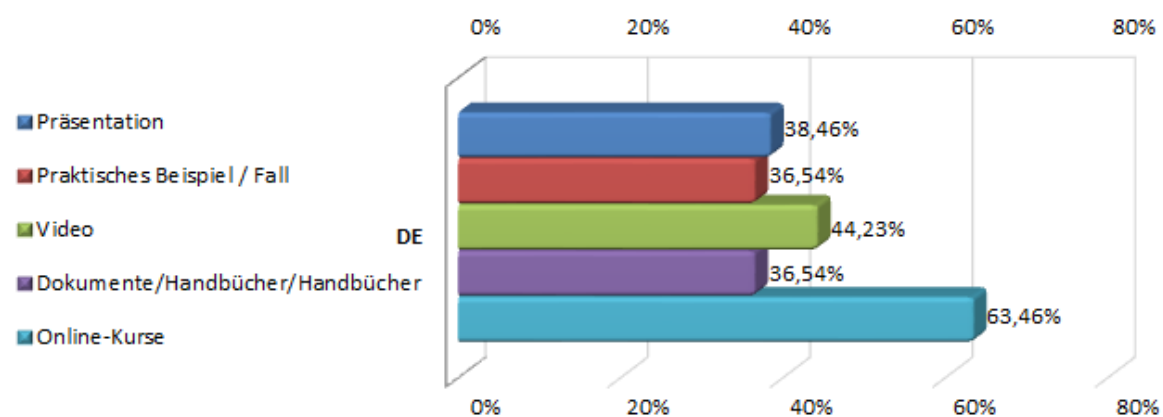
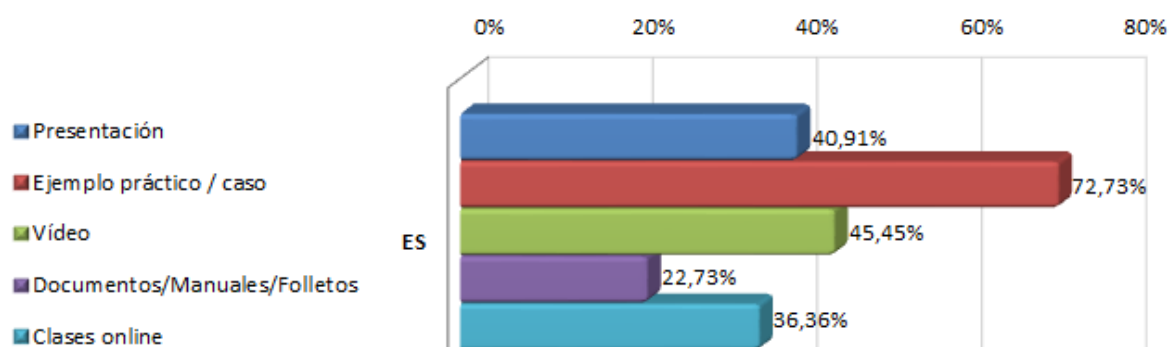
Public communication skills, conflict resolution skills, leadership management, positive public relations towards disadvantaged people, and the skills to establish corporate partnerships are among the skills needed, respectively.

# Training Features

**What format of training material is the most useful for you?**

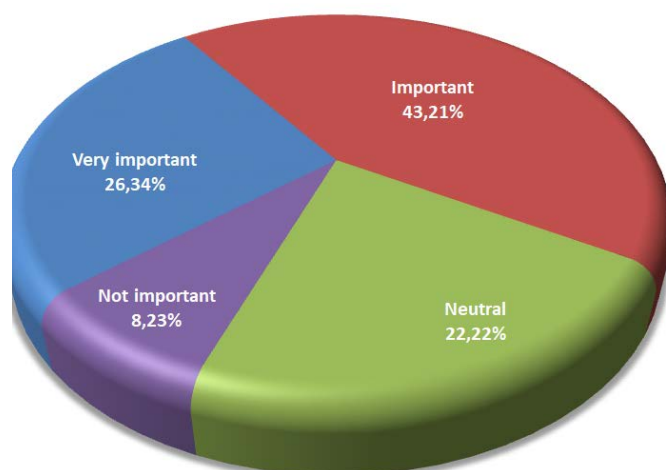


When the preferences of youth coordinators for useful education models are examined; practical examples and cases seem to be the first choice with 56.79%. While videos emerged as an important choice with 46.91%, online trainings with close ratios of 39.51%, presentations with 38.68% and documents/manuals/handbooks with 31.69% are among the preferred training methods.

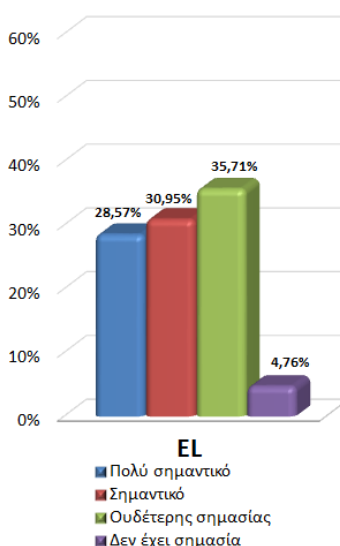
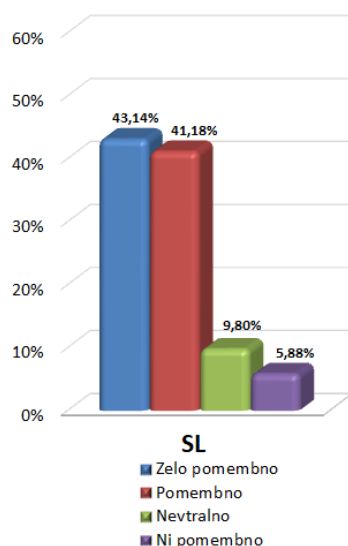
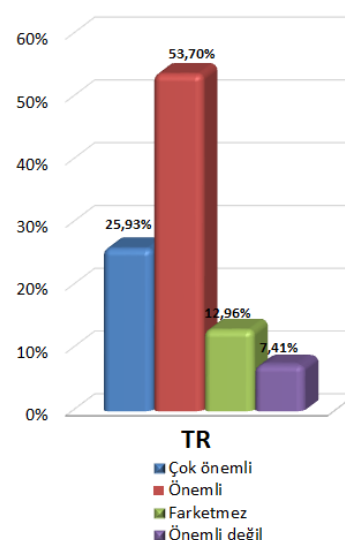
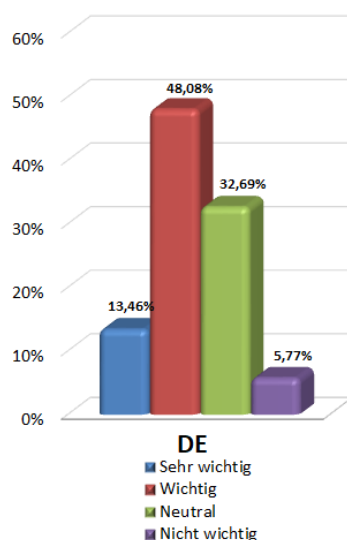
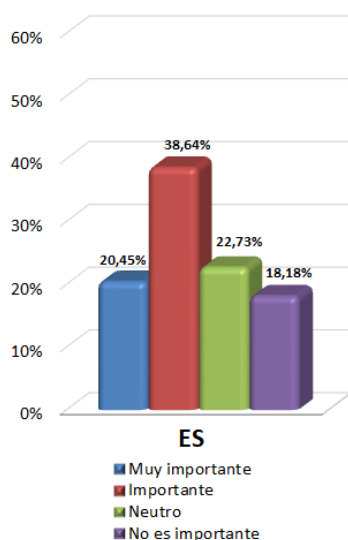


# Training Features

How important is it for you to receive a certificate or other attestation after completion of the training?



Youth coordinators emphasized the importance of certification with 69.55% after the training they received on volunteer management. In the national sense, the certification of youth coordinators; Slovenia 84.31%, Turkey 79.63%, Austria 61.54%, Cyprus and Greece 59.52%, Spain 59.09% stated that it is important.



# Conclusions/Recommendations

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Information on the professions of youth coordinators has a similar appearance to the indicators of age and educational status in 6 partner countries. Considering the current professional positions of youth coordinators, most of them are youth workers and NGO workers or representatives. However, it is seen that youth coordinators have adopted the concept of "Youth Worker - Youth Coordinator" as a job description, although it has not been established as a professional concept in many countries. For this reason, having a "Youth Worker - Youth Coordinator" in organizations that carry out volunteering activities in the local community is the most crucial element of durable volunteer management.

Most of the people participating in our research are individuals with higher education. It is seen that 1 of 3 youth coordinators has BSc or PhD degrees. This ratio shows that the education level of the people participating in the research, scientific approaches in youth work, presenting different perspectives for target groups and determining competence is essential. Their education level and professional qualifications can provide different perspectives on needs, solutions, curriculum creation and target groups.

When the services provided by the youth coordinators are examined, the first four ranks are social services, education, youth activities and culture & recreation. It should not overlook that youth coordinators are experienced and do essential work in non-formal education (e.g., tutoring for underprivileged communities) and youth (e.g., leisure, extracurricular organisations).

The experience period of the participants working in the field of youth shows that they have experienced staff and trained workforce in their areas. 2 of 5 youth coordinators in our research working for more than three years, while only 1 of 5 have been working for 1-3 years. It is also the same for the experience periods between 6 months and one year. It shows that after the periods of having a dense youth coordinator portfolio, there was a contraction period and an increase observed again. If this situation is repeated, we can say that the number of youth coordinators and youth workers will increase again in the following years.

No research has been found on the skills and characteristics that youth coordinators should have. In this respect, research and studies on this subject are essential in determining the individuals' characteristics and obtaining information for the youth coordinator candidates. The following skills and abilities can improve for the youth coordinators by prepared training units in the PR2 (volunteer training management toolkit for volunteer coordinators):



- communicate comfortably with people from other countries,
- know people who need help,
- good verbal expression,
- talk clearly,
- know how to recognize body language.

The main reasons to become a youth coordinator are altruism, desire to help, gain knowledge & experience, support the realisation of a mission or case, and learn something new. For this reason, it is evident that the participants' level of readiness is at a high level, and they will use the knowledge, skills, and competencies they will acquire in “Train4Coordinator” training by transferring them to different volunteer activities.

The most crucial support in the financial resources of the institutions where the youth coordinators work comes from the donors and funded projects. Their fields of activity are both at local and national/European levels.

Youth coordinators work with a substantial number of volunteers in the institutions where they work. This situation is one of the most critical factors in carrying out volunteer projects with high added value. The volunteer selection method's essential detail is about their significant effort in the competition to be a volunteer. Along with campaigns and announcements, agreements with educational institutions are essential.

The most crucial resource of youth work is people. One of the positive aspects of receiving volunteer support is that it can provide quality service with a limited budget. The volunteer's knowledge, skills, and experience can provide better service to society. When working with volunteers, their motivation about the subject is strong. Also, their awareness of the issue, their timely participation in activities, and their social skills are the most important factors to involve volunteers.

Nearly half of the youth coordinators regularly participate in activities at least once a month. One of three youth coordinators experiences whenever they have the opportunity. It can say that youth coordinators want to do something for the benefit of society at every opportunity or those who participate in activities to spend their spare time.

There is no generation gap, but not being able to manage the time correctly is a significant problem! Youth coordinators state that the most crucial difficulty they face in their work with others is time management problems. The organization-related challenges are considerable, but there are no issues due to the age difference in the studies.



Public awareness about volunteering in the society and methodology for recognising skills and competencies deriving from volunteer services are the most faced barriers that youth coordinators face, so those areas need improvement regarding volunteering management services.

Youth coordinators state that the most necessary qualification they look for in volunteers is the tendency for teamwork and cooperation. Time management skills in planning/organization are the second critical problem they see in volunteers and organizations.

More than half of the youth coordinators stated that they received training before starting the volunteer management work. They completed informal training by NGO specialised in the area or induction training organised by the voluntary organisation that facilitates their work. They are willing to participate in special training on volunteering management of the "Train4Coordinators" project to increase the success in their volunteer activities. For effective volunteer management, they mostly would like to increase their capacity and improve their skills in the management of social media campaigns, public communication, digital design & creativity, positive public relations towards disadvantaged people, and conflict resolution.

Youth coordinators say, "Learn First, Teach Later!". They are mainly provided informal training by other volunteers. Also, induction training and non-formal education provide volunteers with training and guidance. Youth coordinators' preferences for the training material formats are practical examples/cases, videos, and online courses. Presentations documents/manuals/handbooks are not preferred too much. Therefore, following the training units on the online learning platform would be appropriate, including practical examples/cases and videos. For these reasons, youth self-planning, self-learning, and self-assessment by developing the PR4 (self-assessment mobile application for monitoring competencies in voluntary civil service) will be very appropriate.

Youth coordinators also emphasized the importance of certification after receiving the training. So automatic certification at the end of the training activity after developing the PR3 (online learning platform for volunteer coordinators) has gained even more reputation.



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This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



# Train4Coordinators

**Online training for youth volunteering coordinators on the validation of competencies, skills and qualifications**

