

# Expert Volunteer Assignments: using the expertise of Achmea employees



Foundation







**The Achmea Foundation invests in initiatives by providing know-how and expertise to charitable organizations. By sharing know-how, we want to make a lasting contribution to high-impact initiatives. This allows organizations to achieve more or make a faster impact and we create opportunities for the personal development of employees. Partners which receive financial support and other charities appropriate to the Achmea Foundation are invited to request relevant expertise. An expert volunteer assignment lasts one or two weeks and may take place in the developing country where the organization operates.**

Achmea employees can offer their expertise to the Achmea Foundation. As expert volunteers they contribute to society and develop their own competences and skills by working on exceptional projects. The expertise of Achmea employees lies, for example, in the areas of Finance, Marketing, Communication, Strategy, Business Development and HR. Through an assignment, our employee develops on a personal and business level, and they also become more interculturally skilled.

#### **Local impact for the most vulnerable target groups**

- Assignments must always contribute to an improvement in the welfare of low-income groups in a country.
- Assignments may be focused on supporting local organisations with a clear social objective or the partner's local organisation.
- The Achmea Foundation prefers to carry out assignments at viable organisations (not start-ups) which are aiming for financial

independence combined with social impact or at organisations in the not-for-profit sector.

- An assignment has to fit in with one of the three themes of healthcare, agriculture and financial services.

#### **Location and time frame**

- The Achmea Foundation focuses on Africa, but other areas (including Europe and the Netherlands) are also eligible.
- Achmea only sends employees to countries where their safety can be ensured, in accordance with advice from the government and local management.
- Achmea employees can be sent on assignment for up to two weeks. In exceptional cases, there may be a duo assignment or a phased assignment (a larger assignment broken down into several parts, each with clear milestones).

An Expert Volunteer can also be deployed at your organization. Would you like to know more about the program and the commitment of Achmea employees earlier?

#### **Contact**

Please contact Jan Vonk for further information. You can reach out to him via the e-mail address: [assignment@achmeafoundation.nl](mailto:assignment@achmeafoundation.nl) or give him a call: +31 6 - 10 89 86 16. Thank you.

## Example Strategy assignment

Company X is registered as an NGO but its core activities are focused around providing specialized hospital services. In order to become self-sustainable, Company X is in the process to transform from a traditional donor spending culture towards a social enterprise. This requires not only a business approach in all the clinical services that we provide as well as a supporting functions across the organization.

Company X requires support in the development of a 3 years ICT strategy to help the organization fully harness the investment in technology. It is critical to focus on the planning of strategic projects and focus domains to help communicate with management a clear road map of how ICTs can facilitate the realization of the organization's strategic goals and mission. The task in hand would require expert coaching and insight on how to evaluate, analyze, plan and develop an effective ICT strategy and implementation workplan for Company X's ICT function.

### Requested expertise

The expert (or team) that can support Company X brings in:

- Expertise in ICT strategy development and deployment (preferably in a hospital setting);
- Expertise in business continuity solutions;
- Training & Coaching capacity;
- Analytical skills and ability to listen and understand the local context;
- Good communication skills in English (verbal and written).

Such assignment will be successful if the corporate volunteer:

- Is flexible in working with people at different technical areas and levels;
- Has patience;
- Embraces inclusiveness in working with others;
- We foresee that the next stages of deployment of the ICT strategy could require support from a team of technical area specialists and could result in a sequencing or team approach where field experts complement each other.





### **Example Big Data and Analytics assignment for a company with a focus on beekeeping**

“Train the Trainers” is proposed to be a leadership and training course, for the purposes of educating our company staff. These 5-7 staff members conduct trainings with beneficiaries in remote villages of Tanzania, composed of theoretical and practical lessons in beekeeping. Therefore, our goal is to equip our staff trainers with skills to lead these beekeeping trainings.

Many of the beneficiaries they will be training are illiterate, therefore it will be helpful if creative and inventive educational techniques are discussed. We hope that our trainers can learn techniques to effectively communicate beekeeping lessons, while also keeping students captivated and involved. The trainers are proficient beekeepers and therefore are well aware of their training content, but we hope that additional leadership skills and training techniques can improve the overall experience of the beekeeping trainings for both students and trainers!

Lessons on teamwork are also applicable, as our team of five beekeepers will be working together to conduct the training. Therefore, it will be useful if they can gain advice on how to work together as a team for the purposes of planning, teaching, and following up with training beneficiaries.



## Example HR assignment

Capacity Building in Onboarding is an assignment which aims to train 3 team members (HR manager, IT manager and Program Manager) in Onboarding of new staff. The Goal of the organization is to spread knowledge about organic farming all over Tanzania and beyond. With being a knowledge-based organization and with having already a team of more than 100 employees, onboarding becomes more and more important to assure quality. Output of the assignment shall be the training and consultation of 3 SAT team members in developing and implementing an onboarding strategy (Software based). The outcome shall be that Company X has a well-designed onboarding platform with partially integrated knowledge management system. They shall be capable in:

- Selecting an appropriate software;
- Developing a framework on how online onboarding takes place;
- Promoting collaboration and knowledge sharing through defining, supporting and encouraging the use of knowledge to employees of all skill levels and roles;
- Ensuring that knowledge technologies are up-to-date and working according to function, as well as ensuring that employees are not misusing company tech infrastructure;
- Controlling the accessibility and flow of knowledge within the organization and to external parties;
- Monitoring progress by leveraging analytics to assess the impact, engagement, functionality and effectiveness of the onboarding strategy;
- Organizing in line with the online onboarding physical orientation programs (first day, first week, first month and first quarter);
- Maintaining an onboarding platform which is linked to the knowledge platform and introduces, assesses and trains new staff.

### Requested expertise

A skilled person who has experience with onboarding process who has experience with:

- Developing training materials and performance management programs to help ensure employees understand their job responsibilities;
- Experience with onboarding platforms and HR related field and HR learning software.





## Example Communication assignment

Support for support and additional know-how in Communication towards the target group smallholder farmers. Especially in the area of online communication and social media there are many communication opportunities.

In case this will be an online assignment (because of COVID-19), we assume about 6 sessions of 1,5 hours (for example once a week), plus some additional preparation and communication.

### Requested expertise

- Solid experience in Communication and social media;
- Inventive (can do mentality);
- Adaptive and flexible to local context (smallholder farmers in rural areas);
- Patience;
- Online Marketing is welcome but not a condition;
- Affinity with horticulture is welcome but not a condition.



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