SpONSOR

knowledge and competence exchange SOlutioN for Supporting occupation in the life of OldeR adults

AAL – Forum

St. Gallen, 28 September 2016

SpONSOR in brief

- Main Result:

→ **ITC platform for the voluntary sectors**

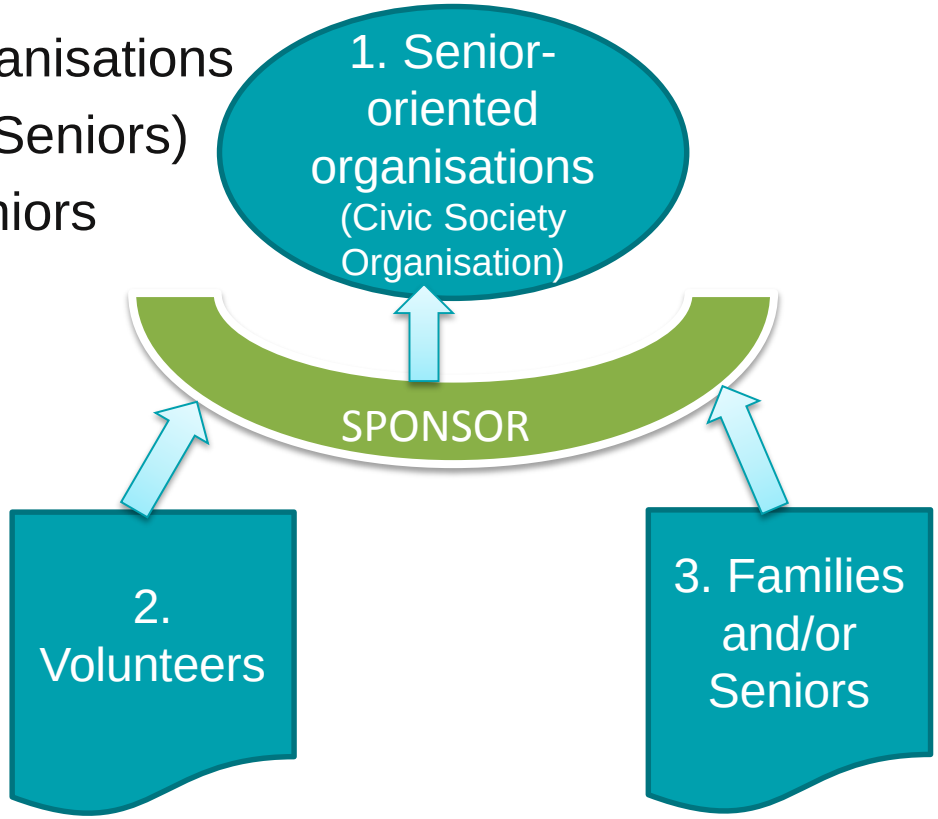
- Aim:
  - Development of an ICT platform that facilitates the posting, browsing and exchange of key information between **competence-offering seniors** and **search-based requests**, from competence-demanding organisations from the voluntary sectors.

- Objective:
  - **Enhancement of senior person's access to a wide range of occupational positions**, this meeting the AAL Call 6 goal for supporting sense-making and the well-being of seniors in occupational environments whenever possible.

Targeted users

Sponsor is (a kind of) Backbone Platform offering services which optimizes collaboration between the following users:

- Senior-oriented organisations
- Volunteers (mostly Seniors)
- Families and/or Seniors



Challenges/solutions for the volunteers

Challenges

- Miss-matched assignments
- Missed positive opportunity
- Limited by existing skills
- Having to say no / I can't (before/during)
- Getting stuck and needing help/support
- Lack of trust / data protection / privacy
- Bureaucratic / legal & administrative
- No supervision / mentoring support
- Registering a profile
- No sense of team building/team work
- Not sensitive to my personal and cultural identity/norms

Services

- Find opportunities
- Build on skills
- Learn and develop
- Manage activities
- Manage time
- Manage engagement
- Manage achievements
- Collaborate

Challenges for the organisations / groups

Challenges

- Attracting the wrong candidates
- Unable to find good candidate pool
- Lapsed time to engagement / vetting
- Vetting across different opportunities
- Re-scheduling when volunteer unavailable
- Poor coordination in volunteers in teams
- Keeping everyone notified / up-to-date
- Loss of core internal business intelligence
- In-consistent and out of date information
- Keeping volunteers energised
- Mixed teams – paid and unpaid

Services

- Common integrated platform for back-office functions.
- Volunteer workforce development and management
- Activities based Service management

Challenges for the regions / municipality / community

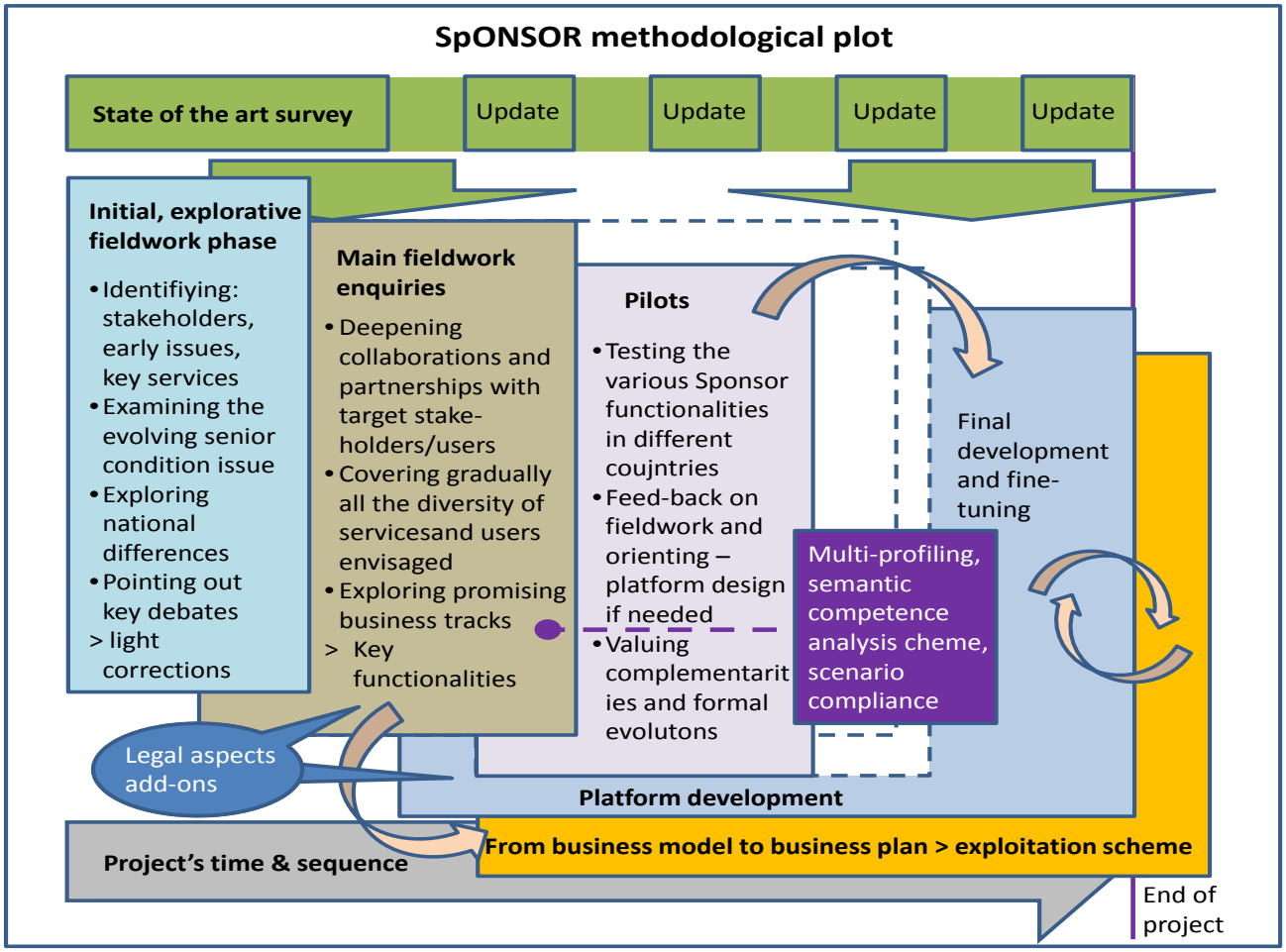
Challenges

- Supporting multiple organisations
- Track performance/outputs of organisations
- Funding competing / overlapping organisations.
- Volunteers shared across multiple opportunities.
- Volunteer exposure to Health & Safety risks
- Managing legal/revenue exposure in in-formal economy
- Engagements aligned/linked to employment programmes
- Engagement spans multi-agency business cases
- Indemnities and insurances
- Reducing administrative burden

Services

- Cross community platform for age-friendly citizen engagement
- Organisation registration and personalisation.
- Social enterprise promotion and support
- Inclusive citizenship development

Overall methodology



As we shall see, this plot was globally respected, institutional and fieldwork **reality forced us only to make all this sequence a bit more parallel** than strictly linear wit occasional feed-backs

A reference scenario /Results

Legislation concerning data protection and privacy issues in Switzerland

Labour regulations

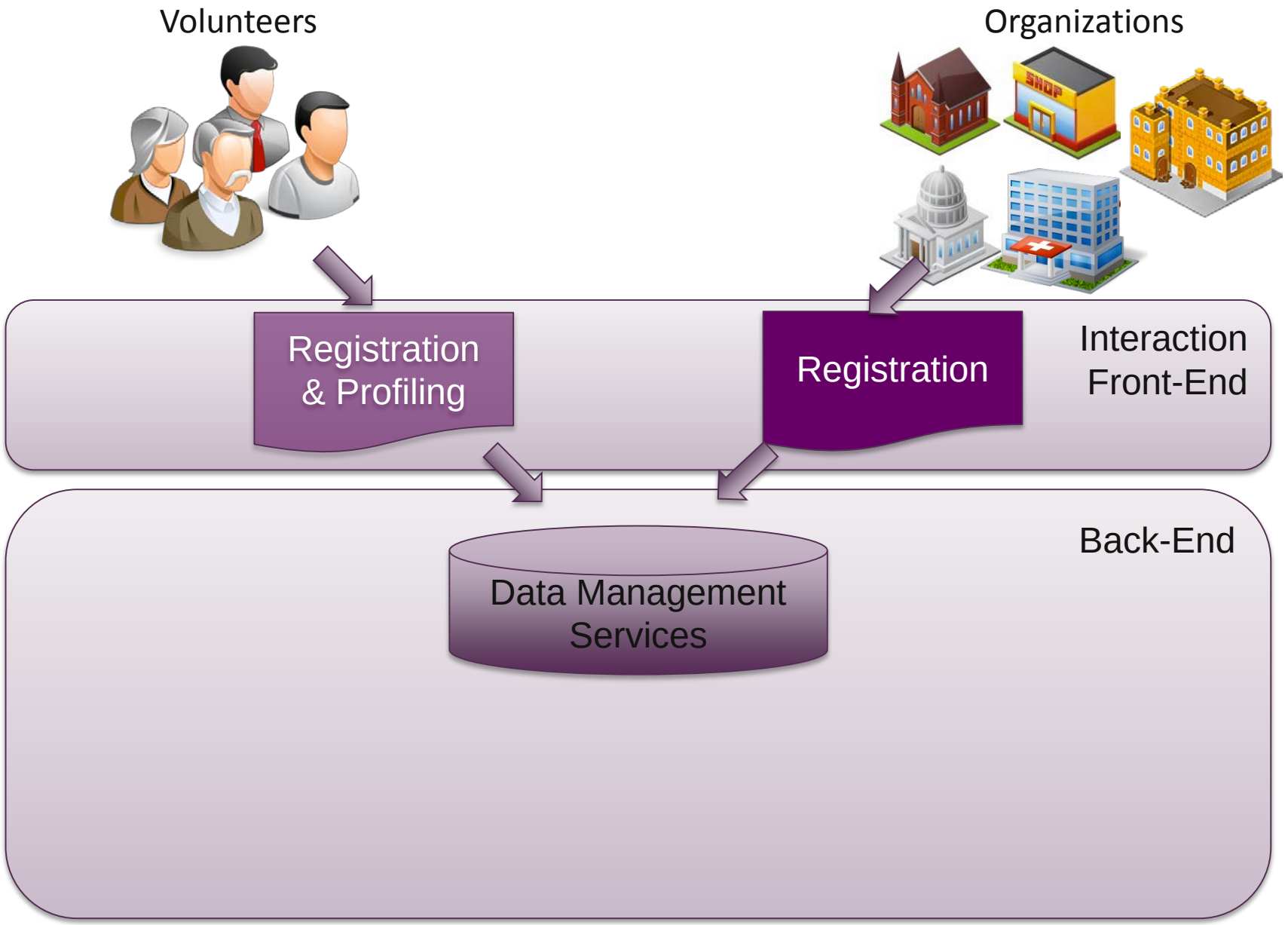
alzheimer
Association Alzheimer Suisse **Fribourg**

The ALZ case

Rights and responsibilities of the Volunteer
(The Voluntary Charter)

Other regulations to consider depending the profil of the volunteer
(the legal Framework related to the volunteering sector of activity)

The reality of the SpONSOR service platform



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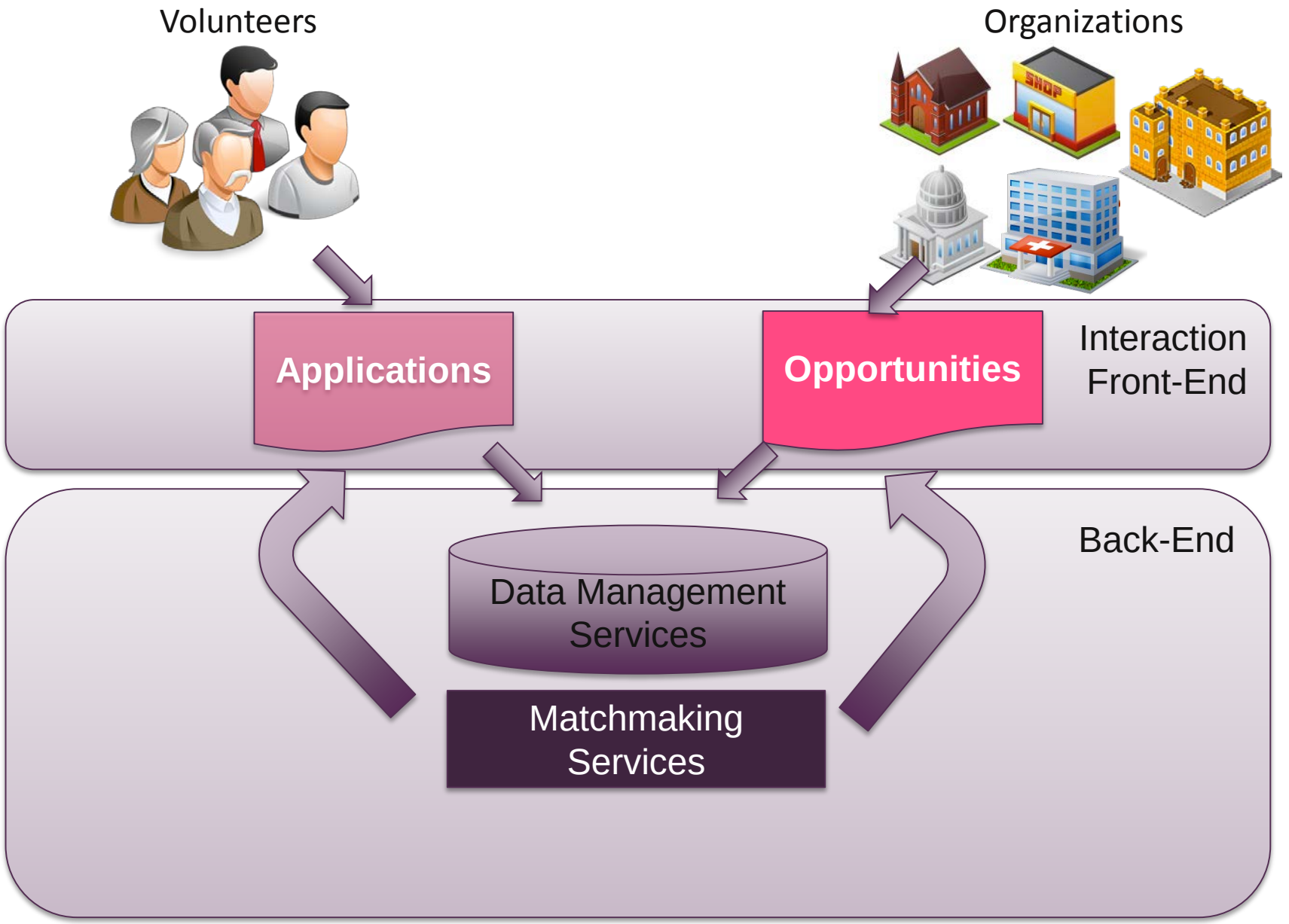

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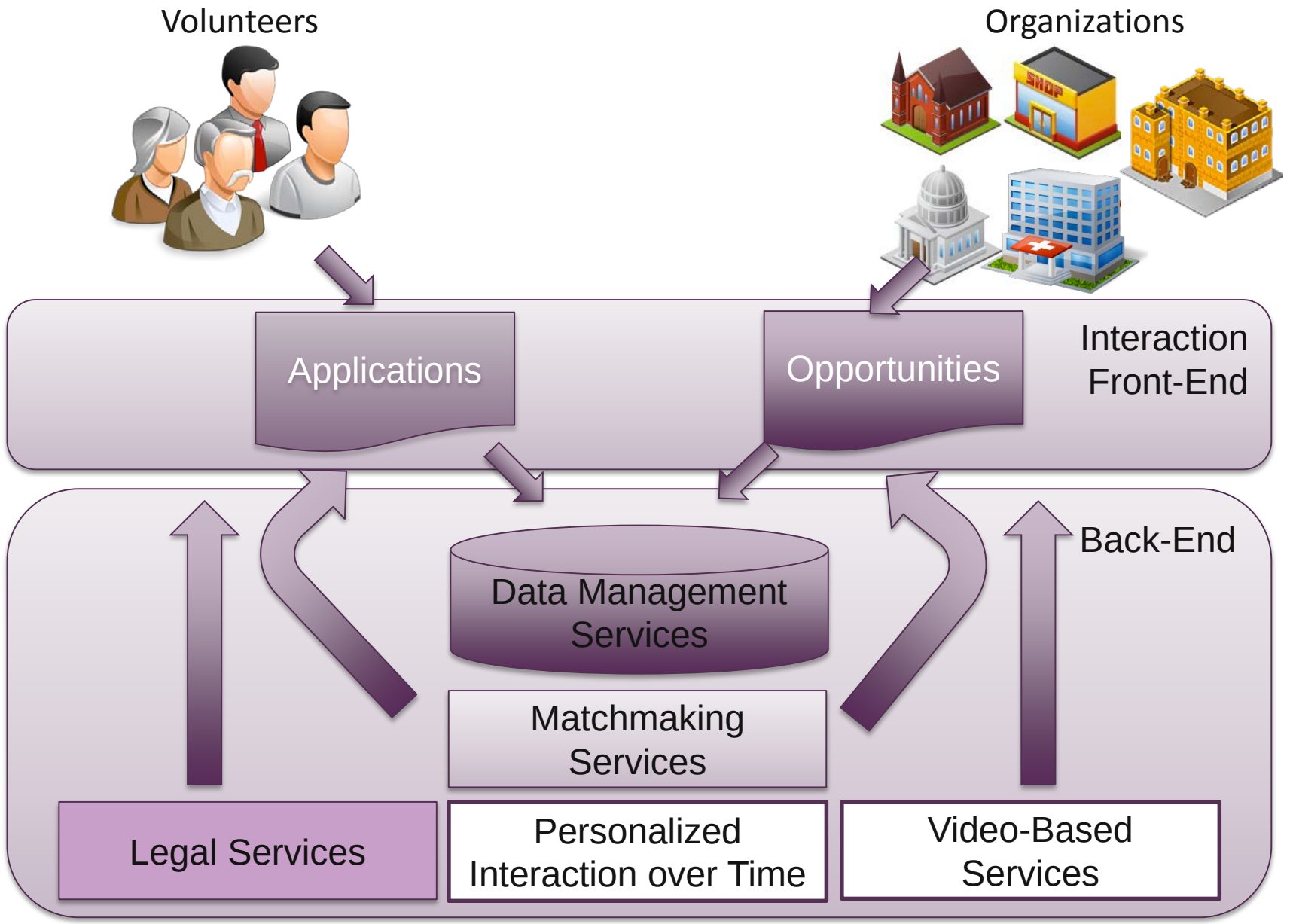
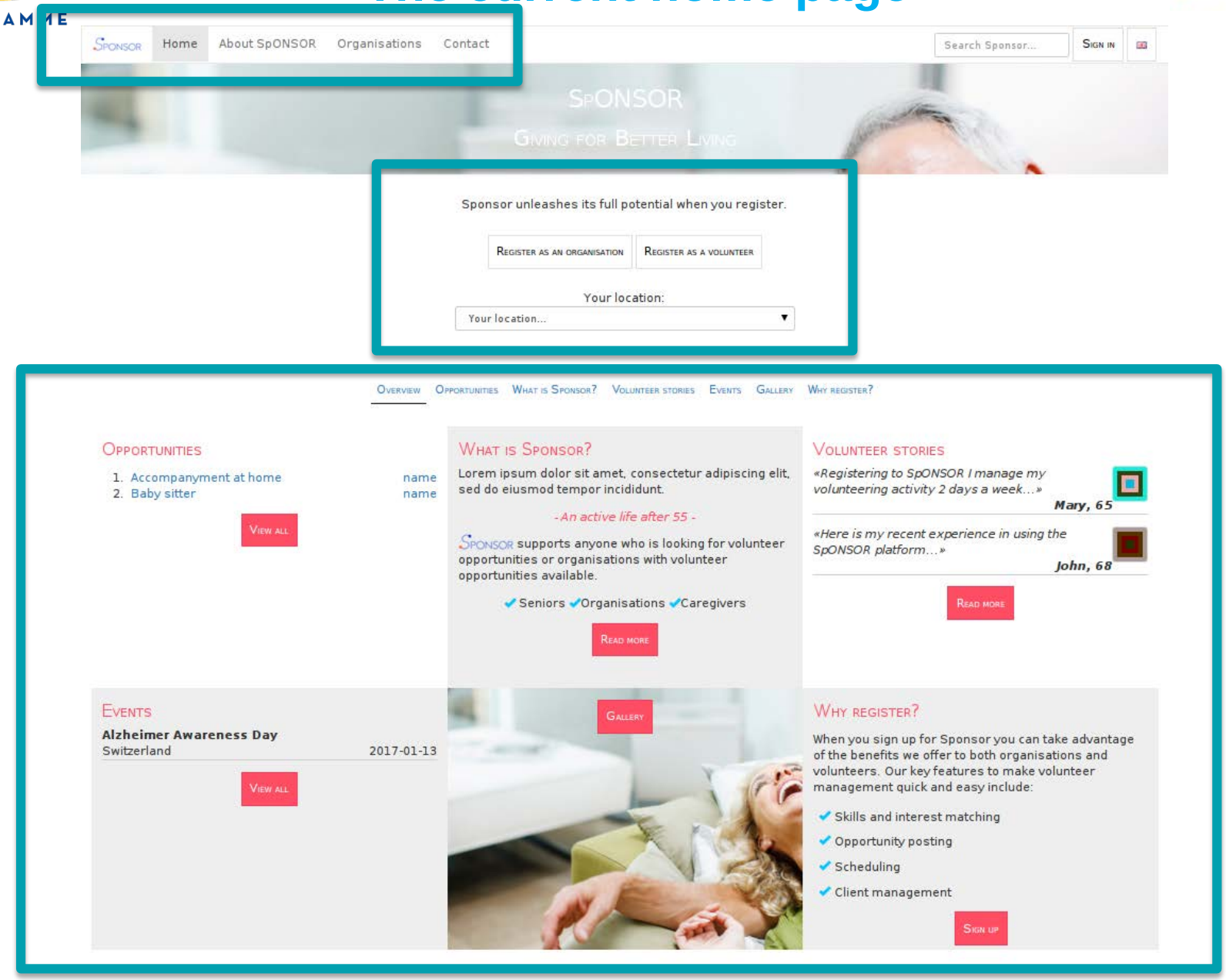


The current home page



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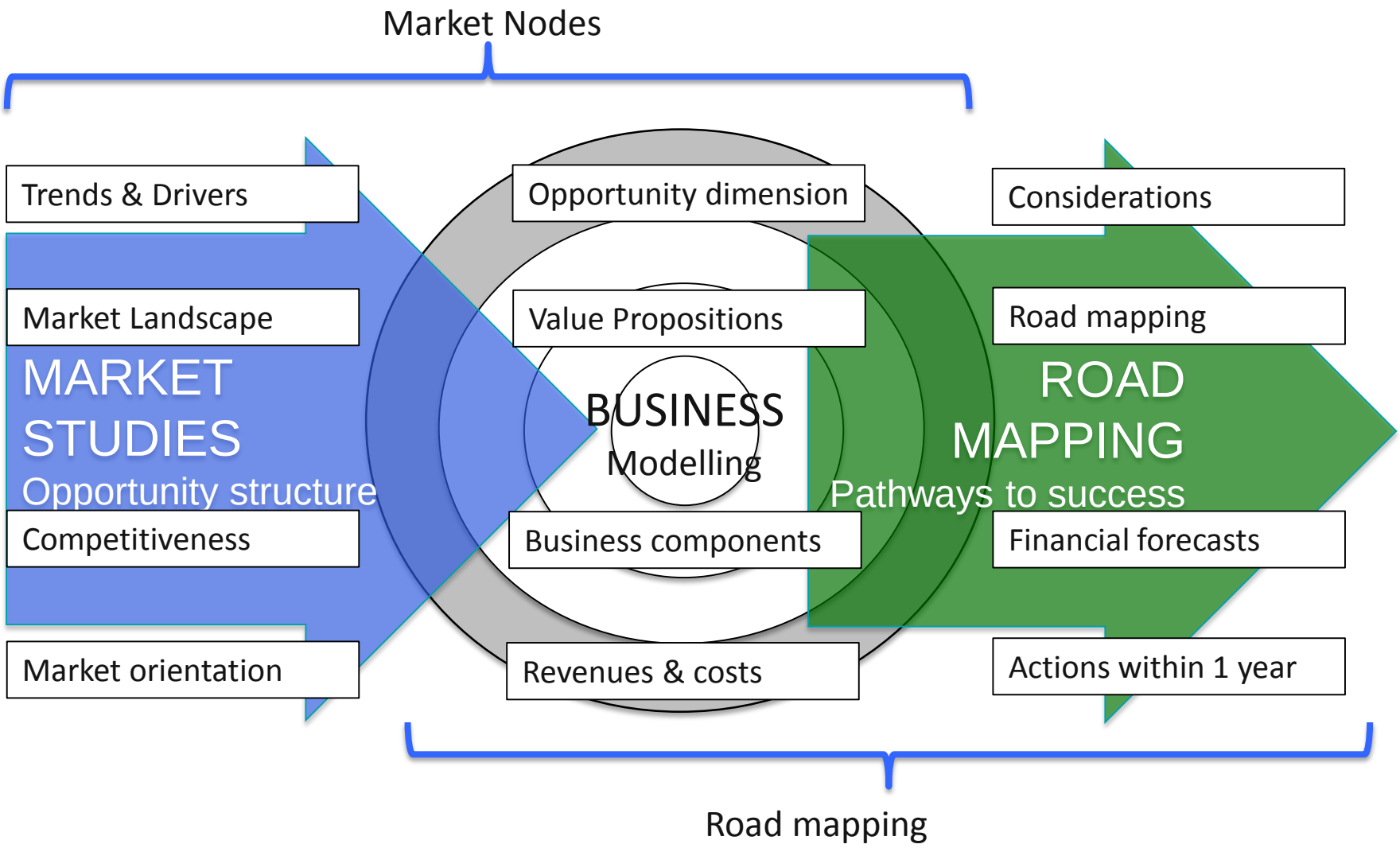
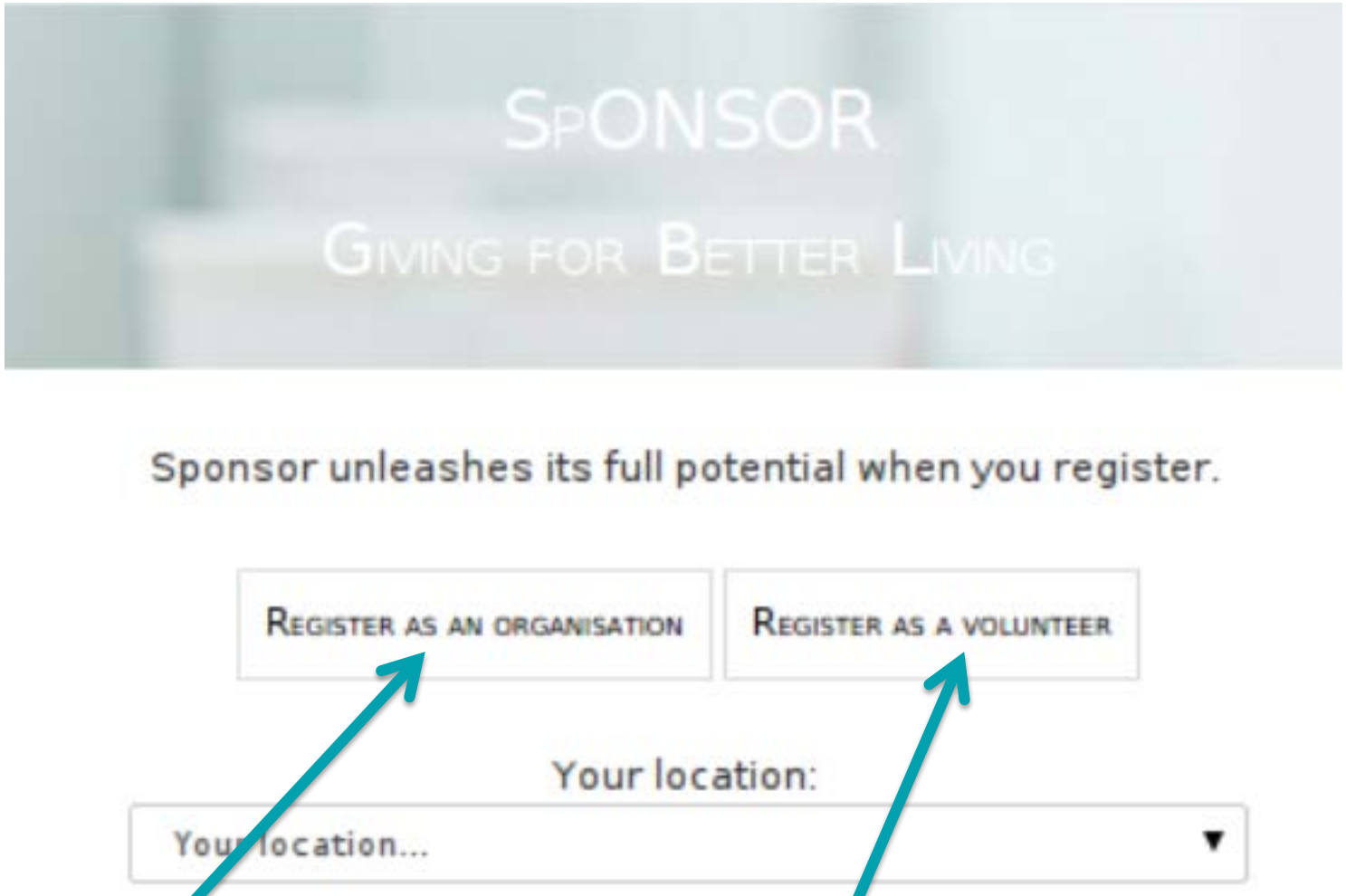
WP 5 Dissemination & Exploitation



Thank you!

Main User Access

Different entries for Organizations and Volunteers



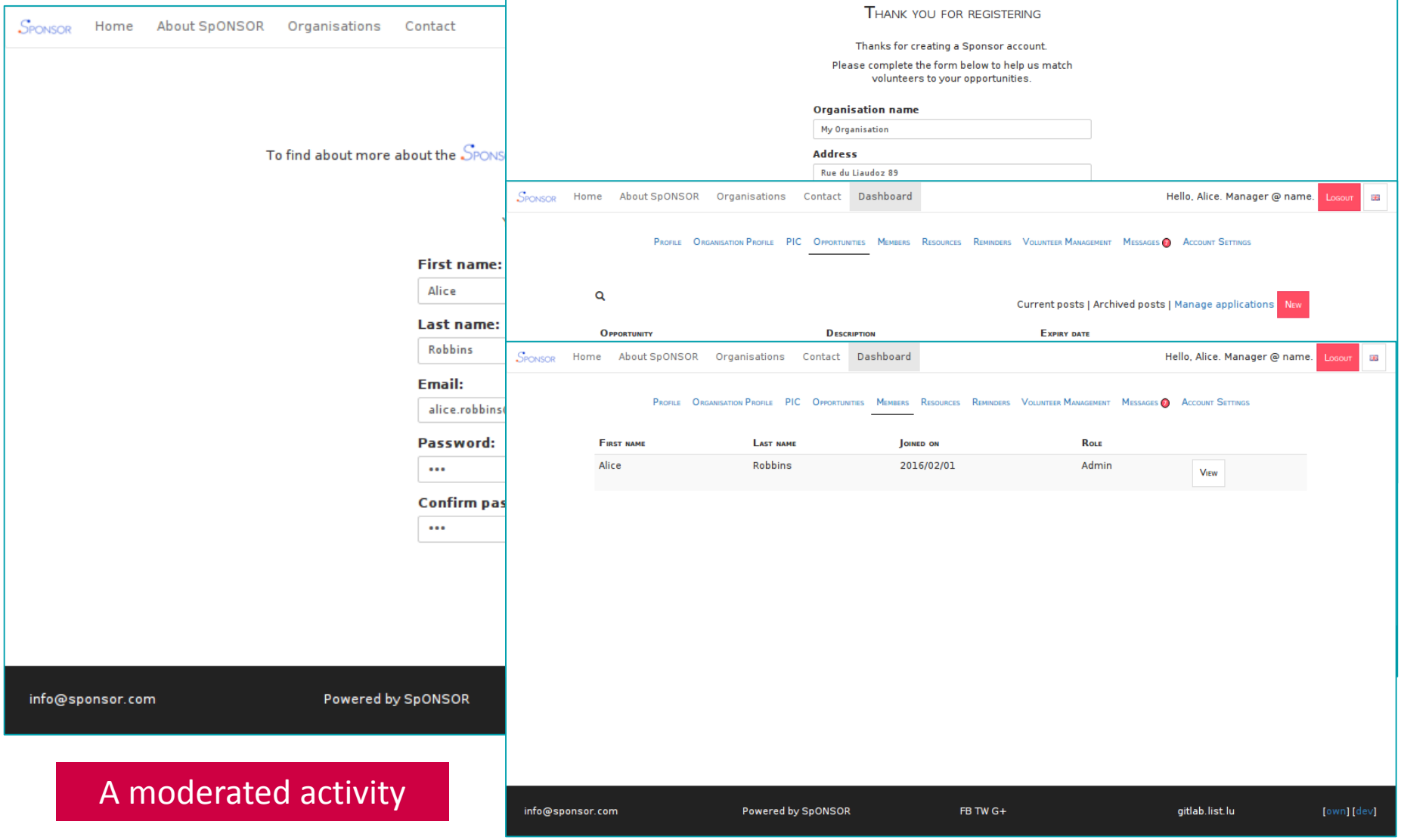
Interaction with different types of users

Part I – Organization Services

Registration & Management of Opportunities

Register your Organization

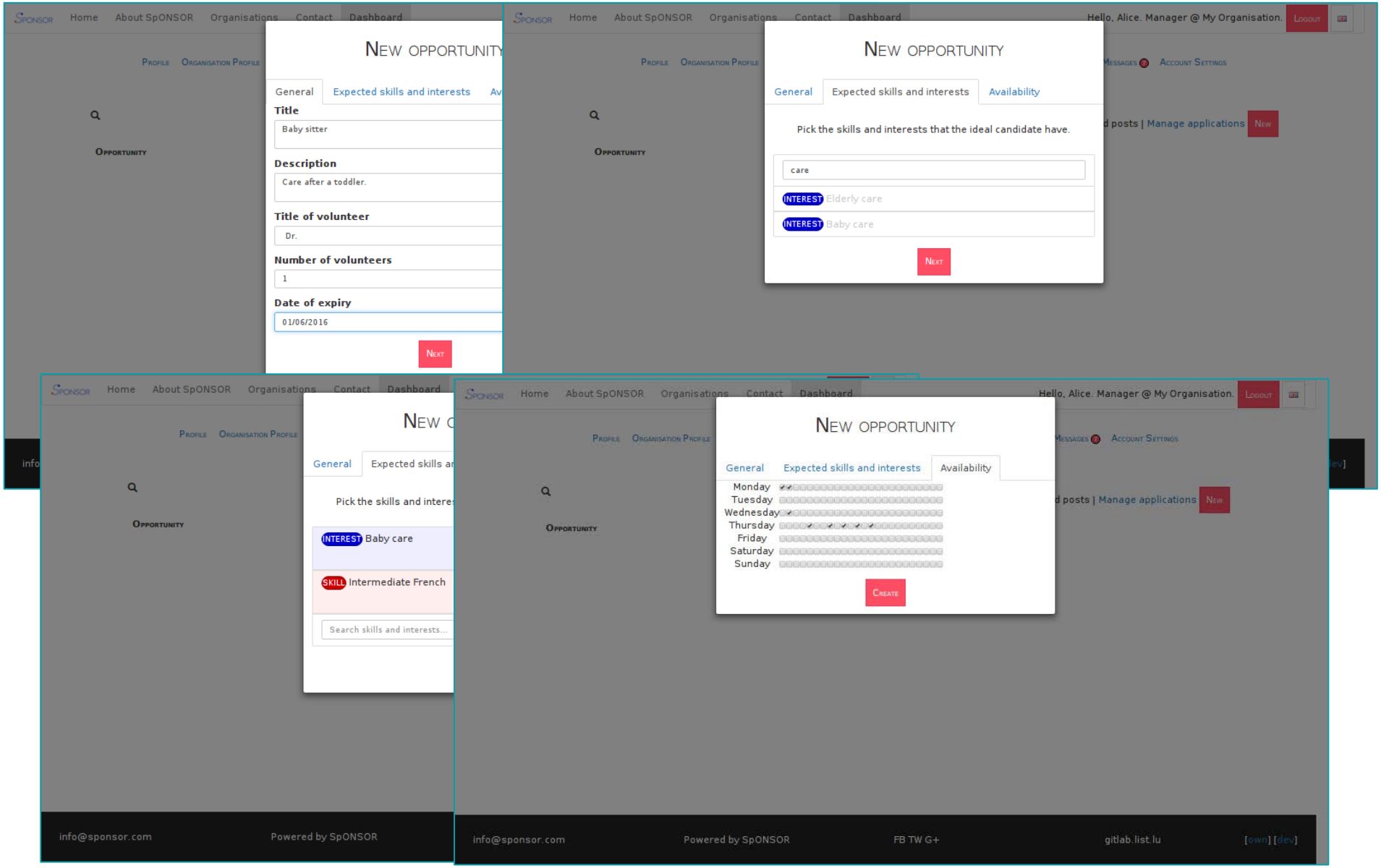
Register --> Thanks --> Dashboard



A moderated activity

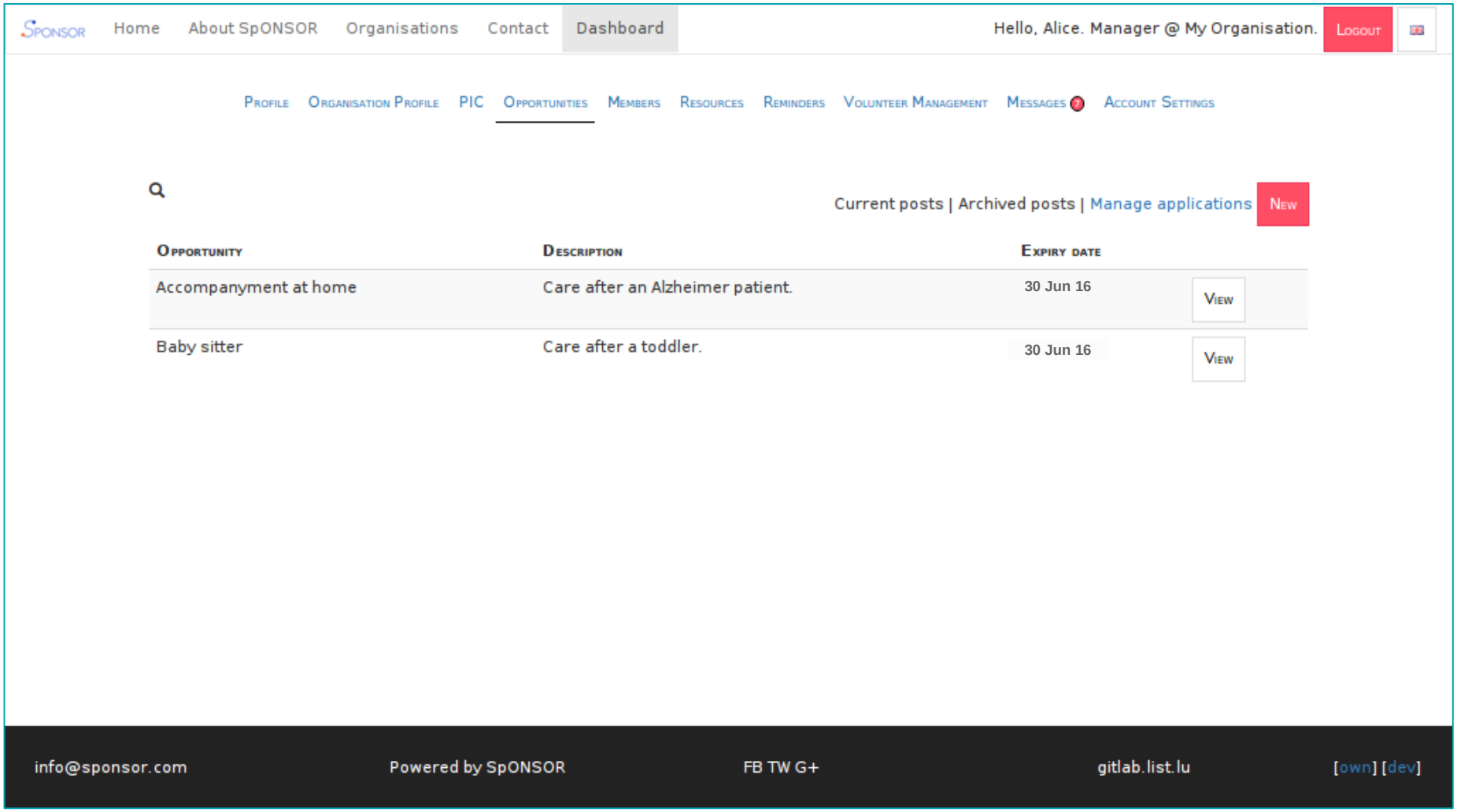
Create an Opportunity for job

Insert the different requested features



New Opportunities are Incrementally created

Two in this example that differ for a tag

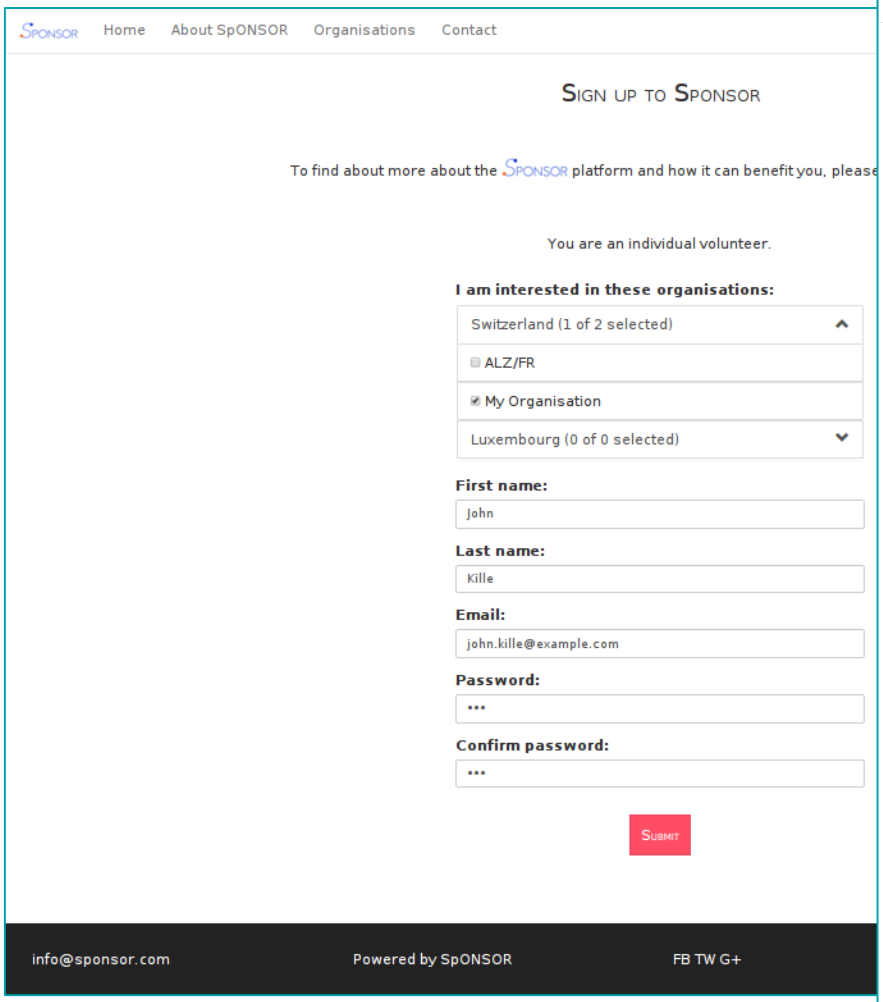


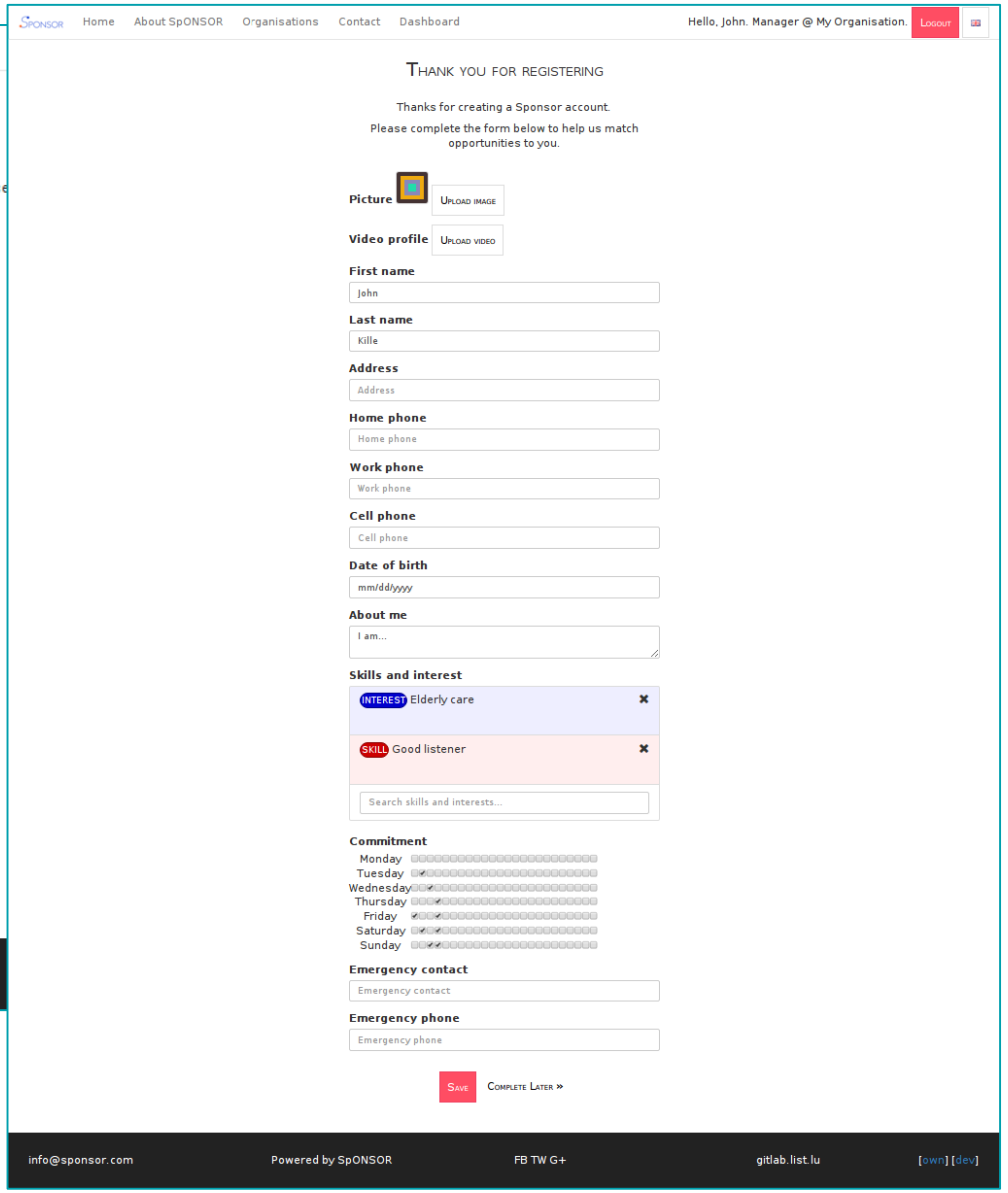
Part II – Volunteer services

Management of Information

A volunteer enters SpONSOR

He registers and then enriches his profile





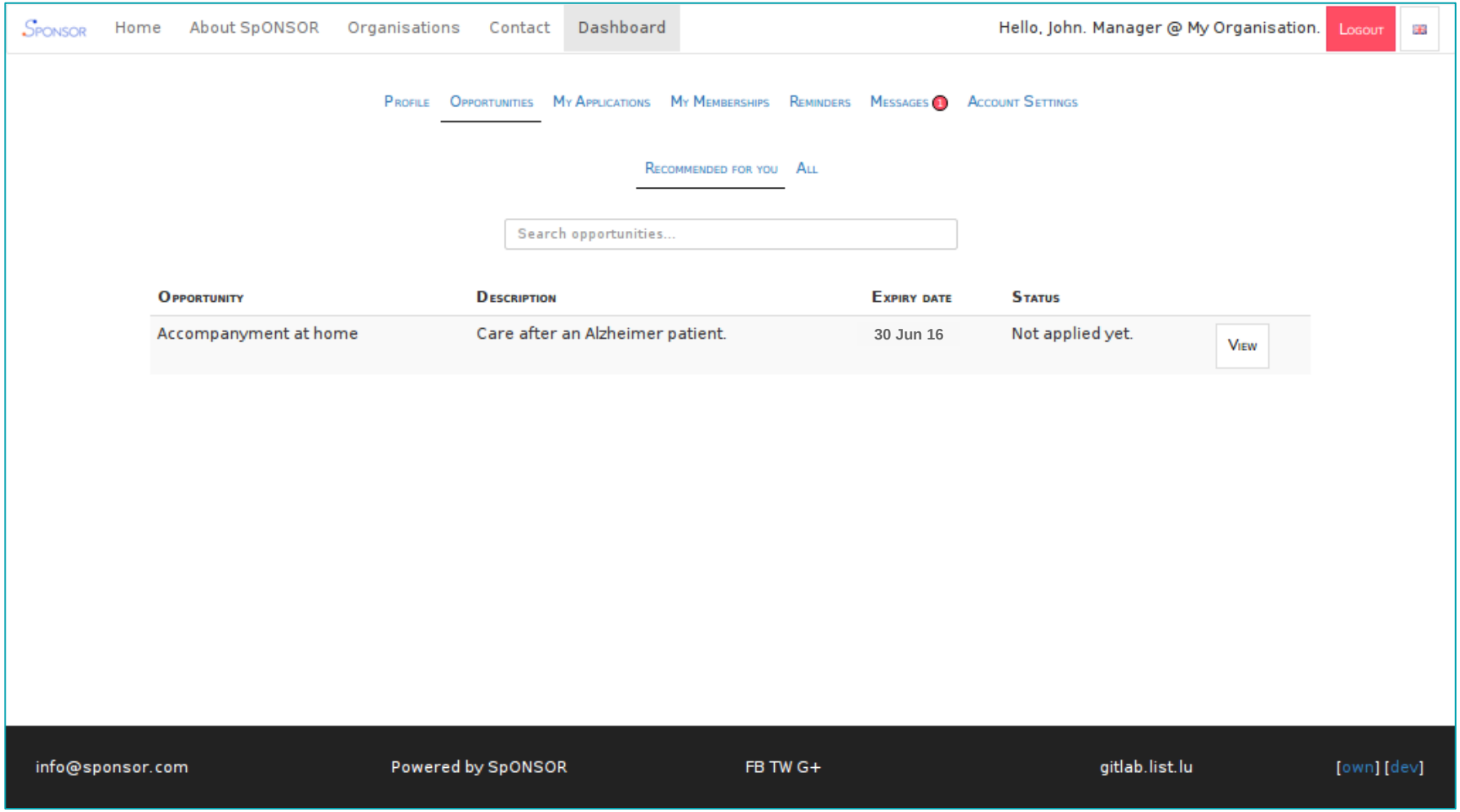
Another moderated activity

Part III – Putting in contact the two worlds

The matchmaking functionality

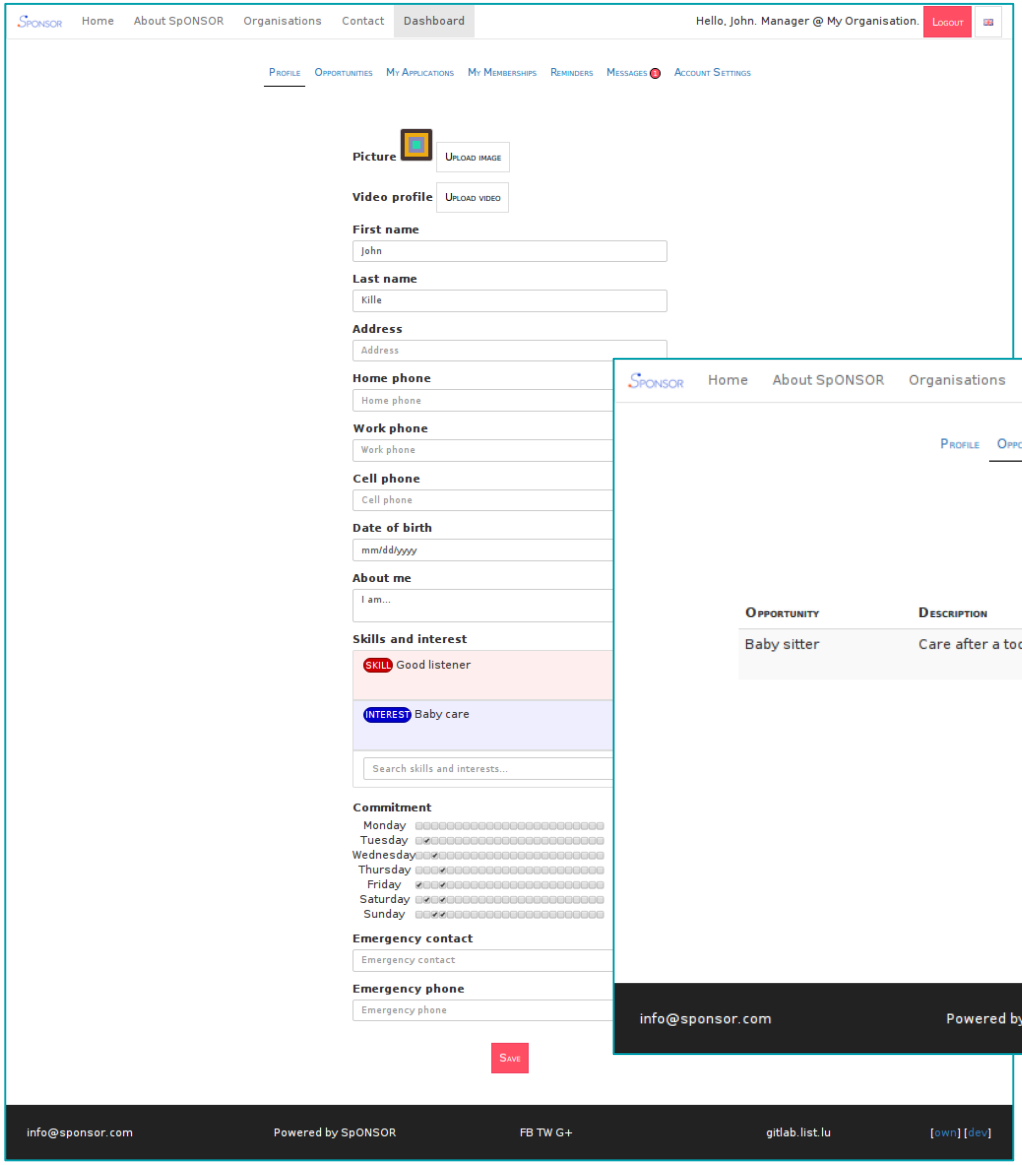
The matchmaking is immediately at work

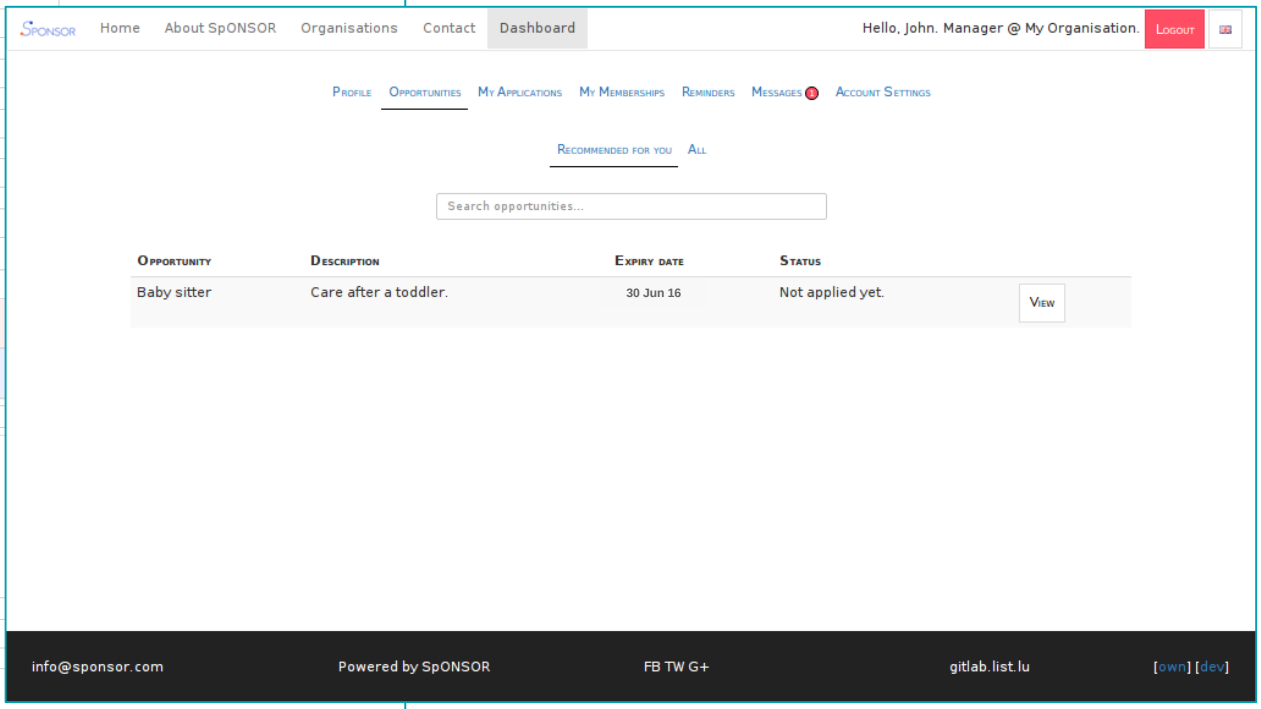
The volunteer Dashboard is notified of an opportunity



The user can modify his profile over time

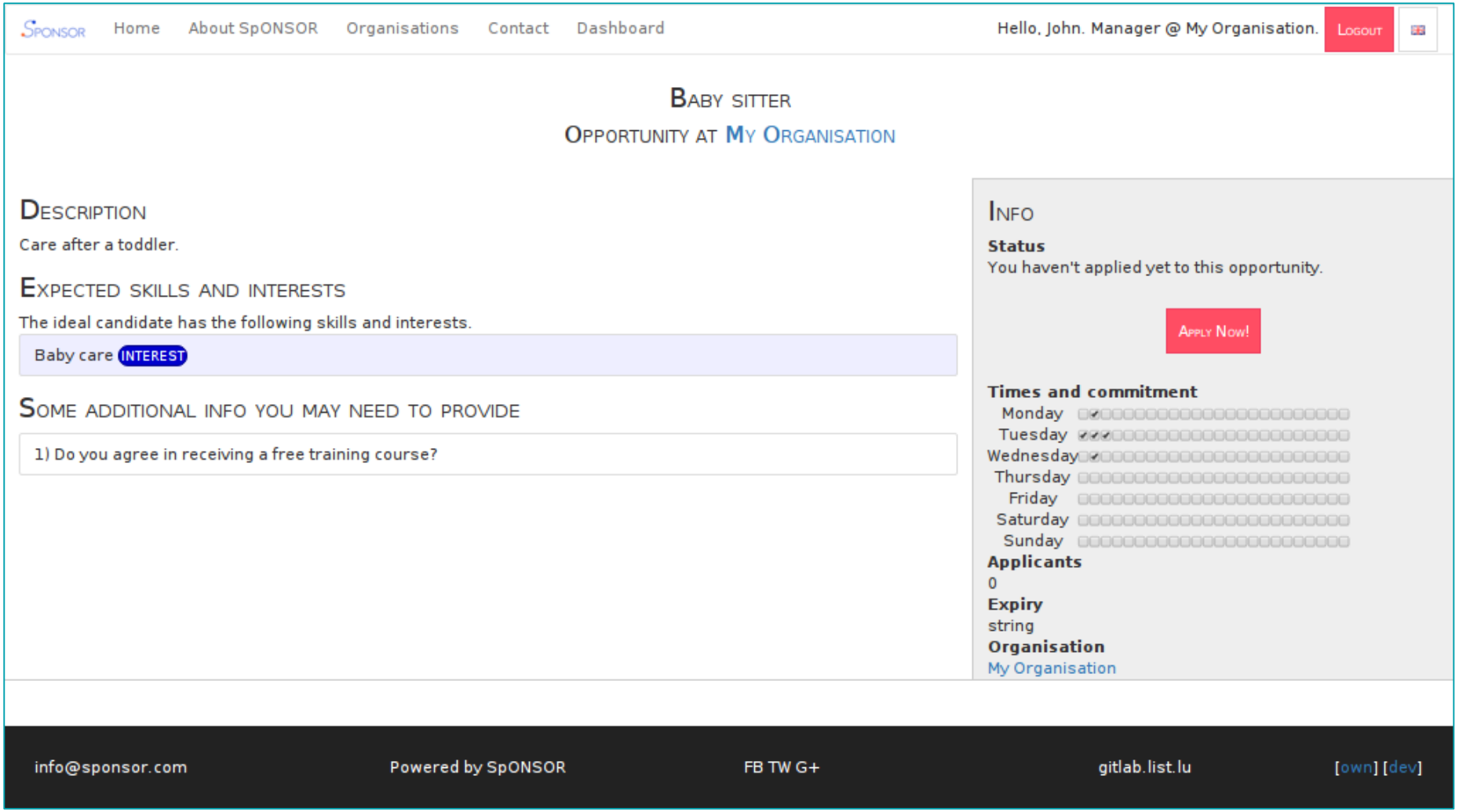
The matchmaking follows immediately the change





The volunteer issues an application

He can view the opportunity details and apply

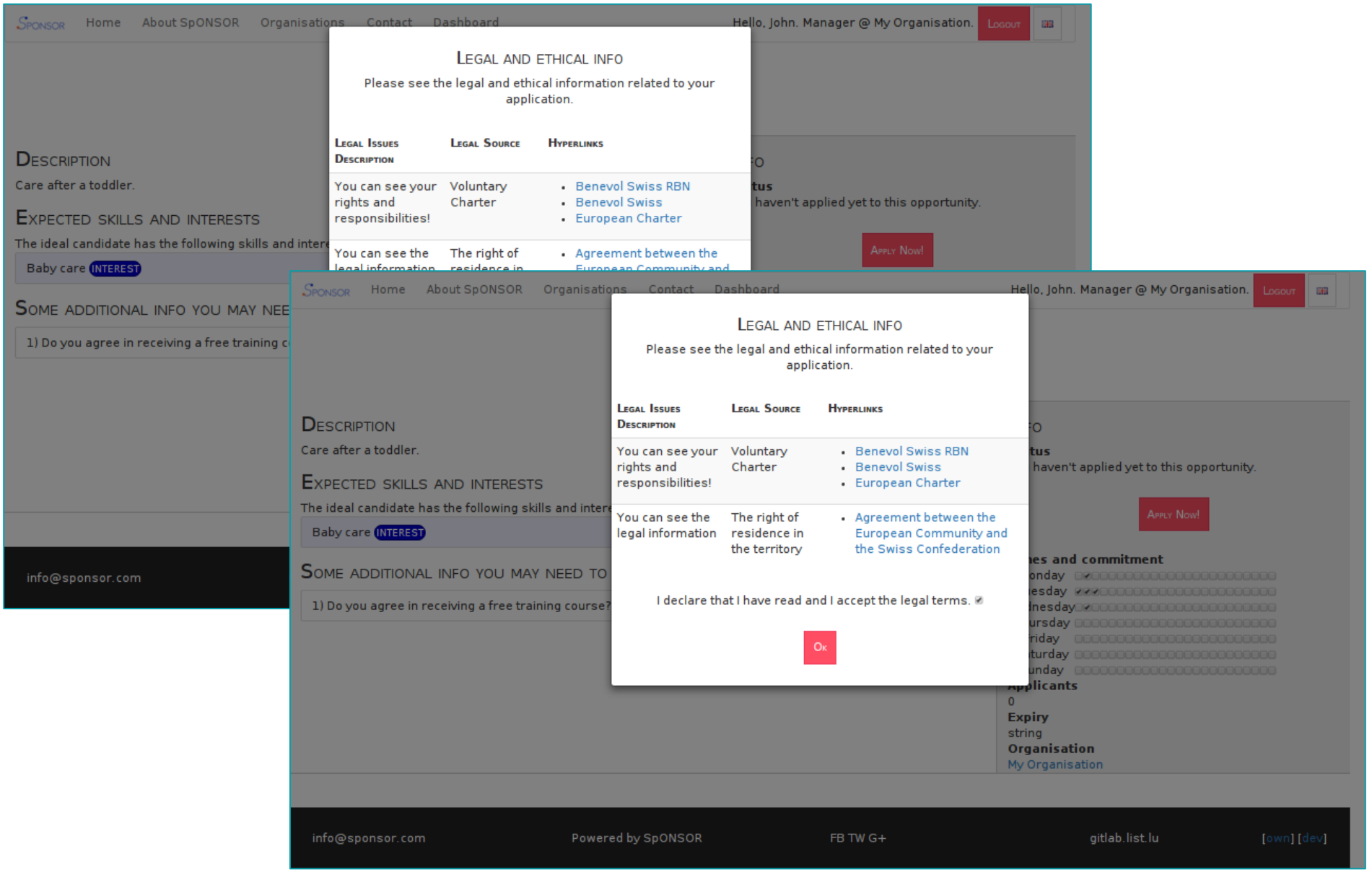


Part IV – The importance of legal and ethical aspects

The legal support functionality

The legal module enters into play

The volunteers has to check that he is aware of implications

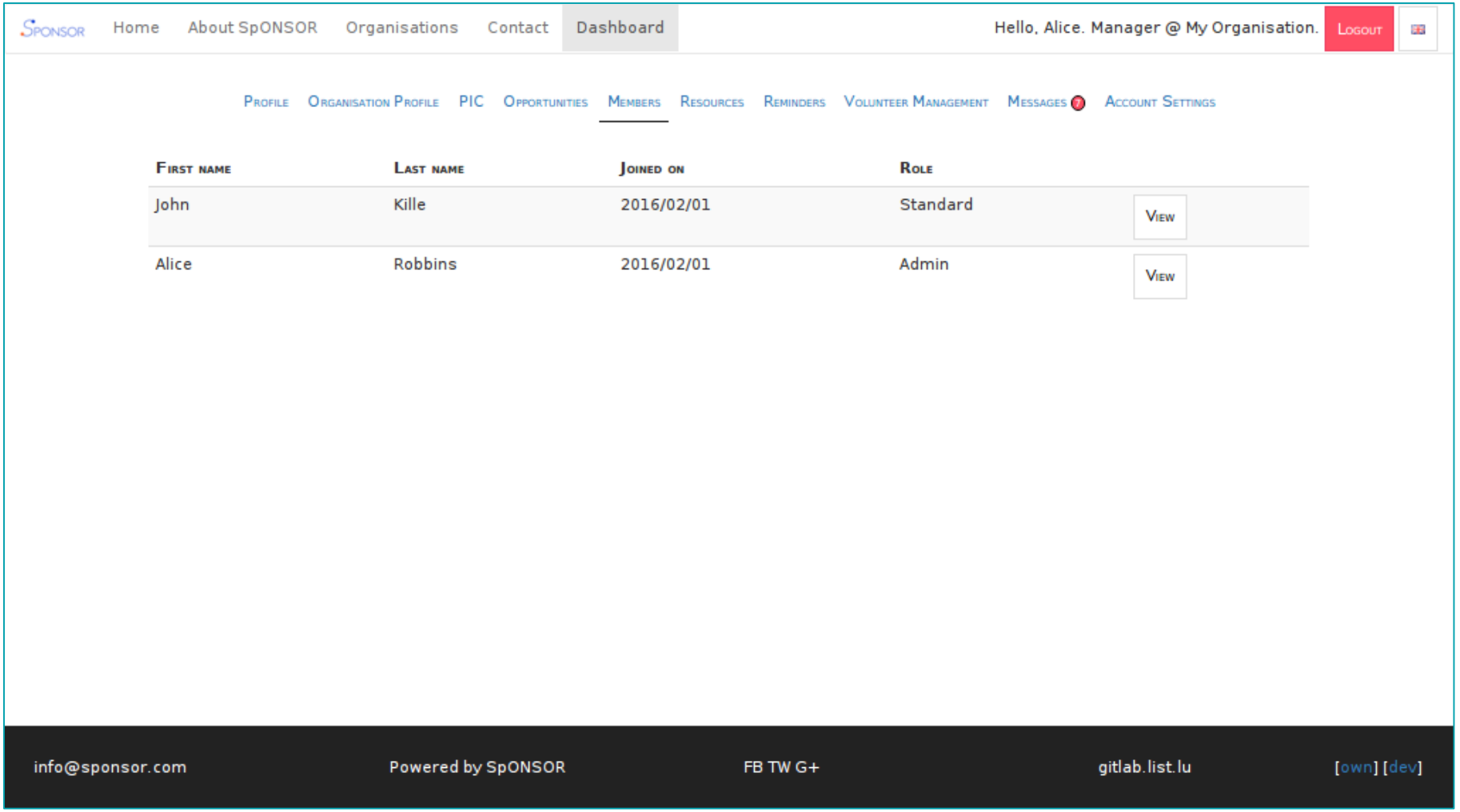


Part III (contd)

Matchmaking Organization side

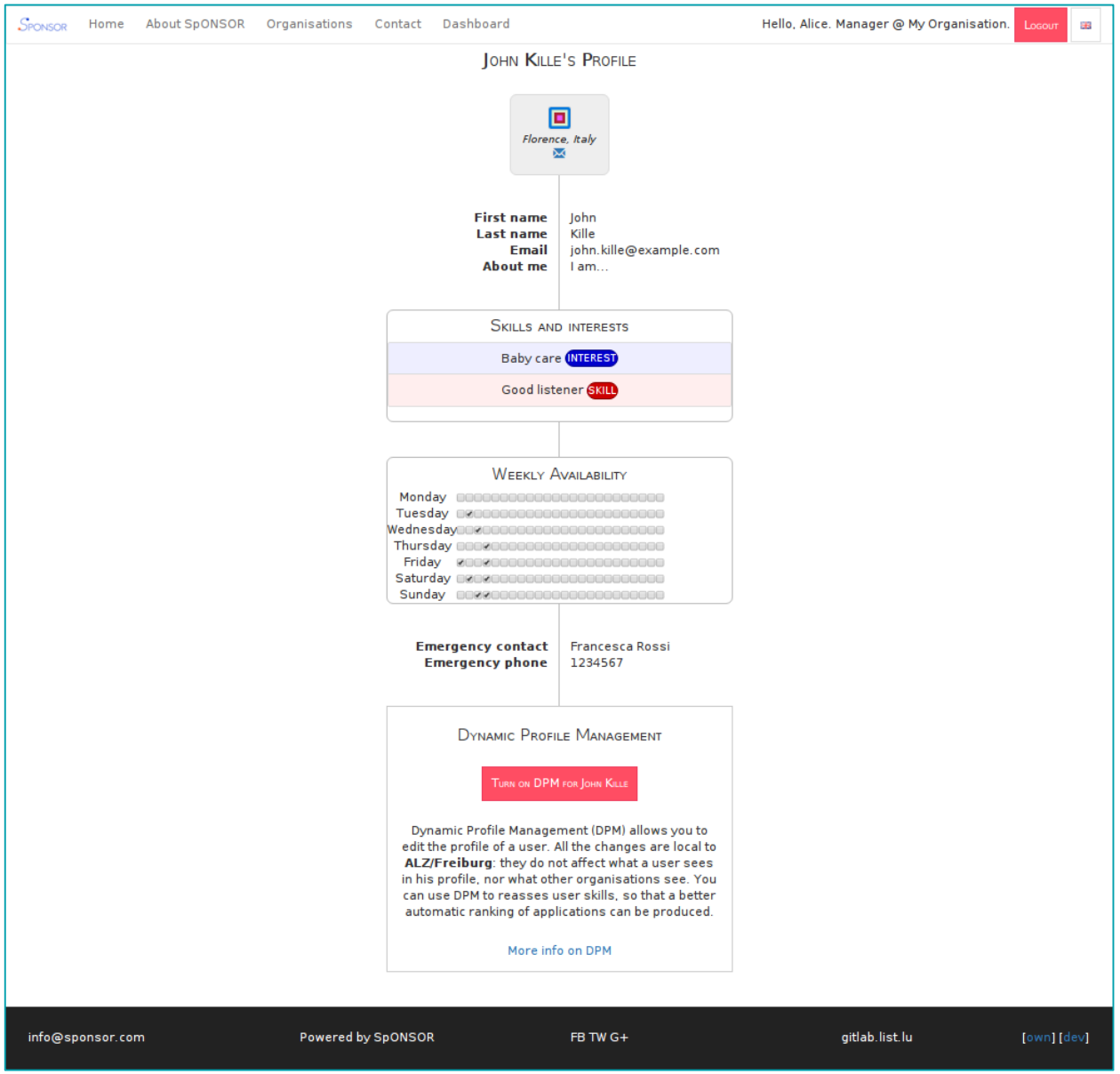
Matchmaking Organization side

The Organization dashboard manages both the owner and the applicants (Alice becomes aware of John)



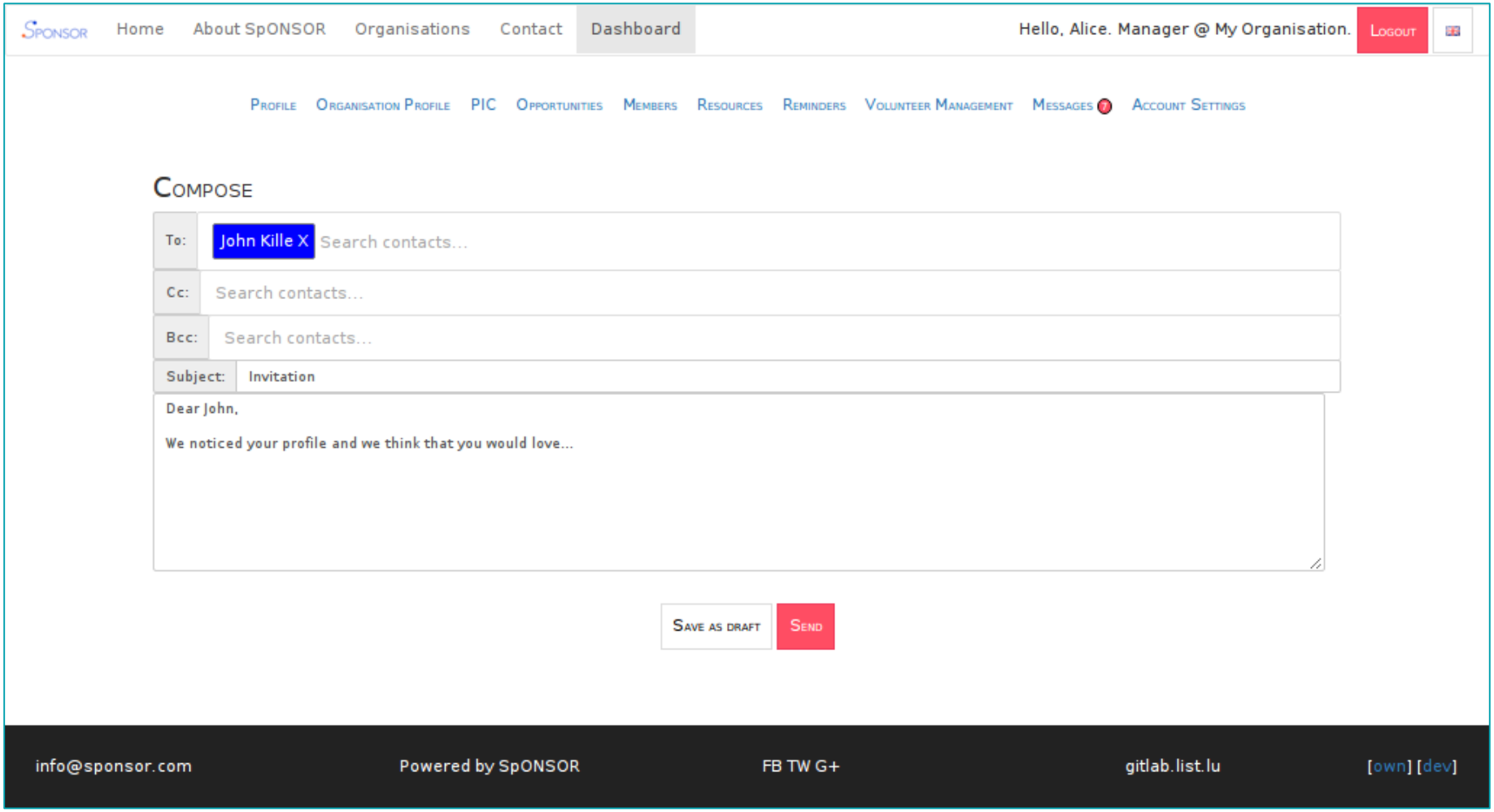
Alice reads John profile from her side

Here there is work on going for validating John's competences



Alice decides to contact John

Send him an e-mail to establish a first link



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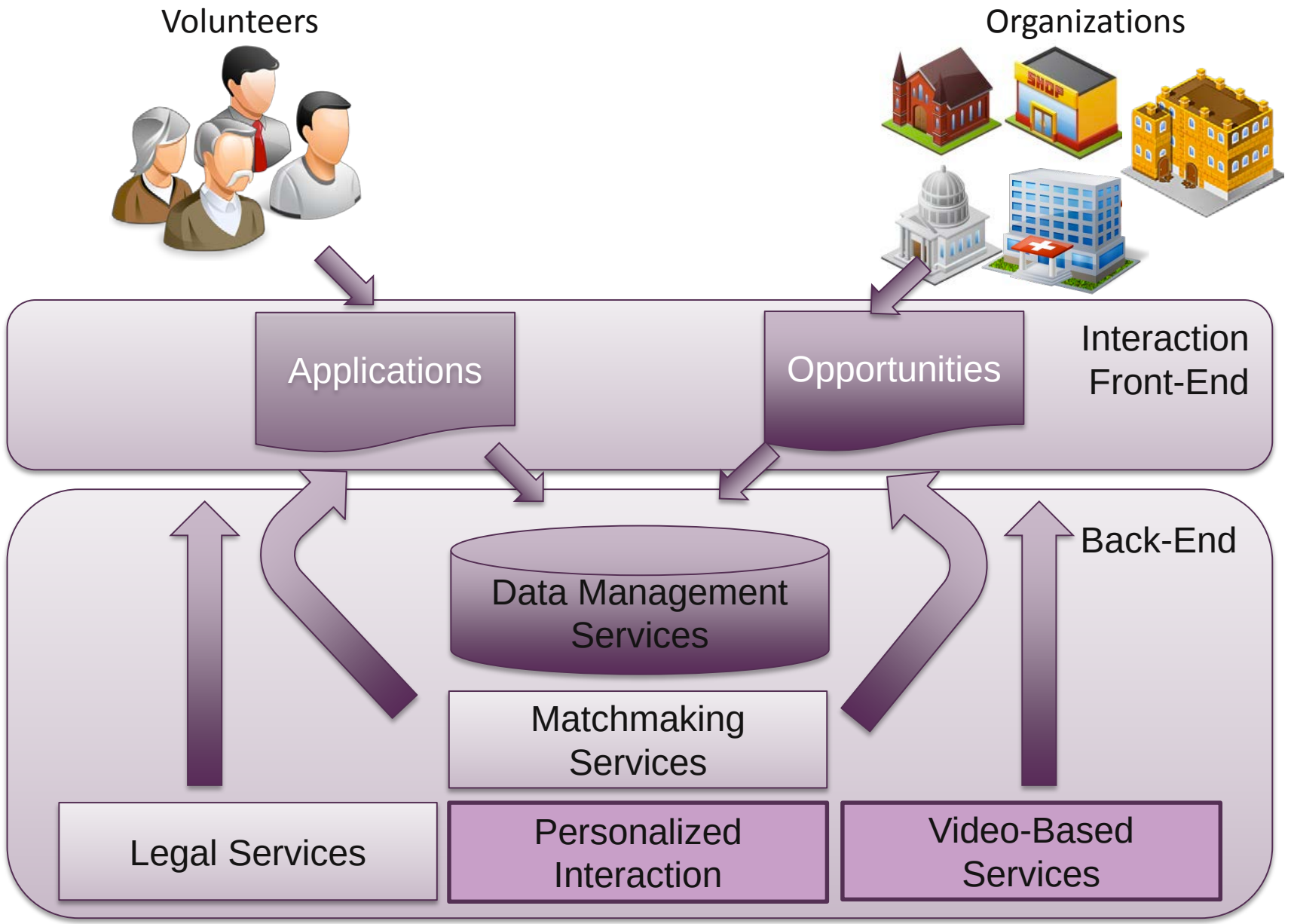
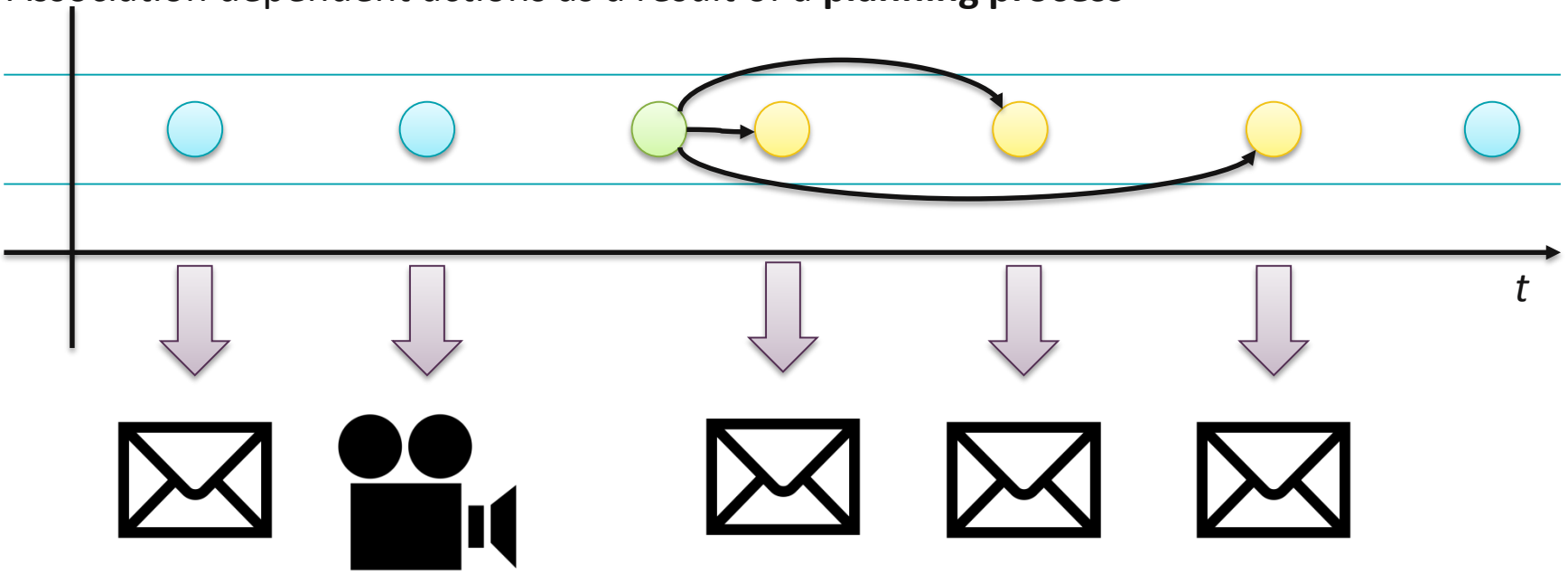


PIT: Personalized Interaction over Time

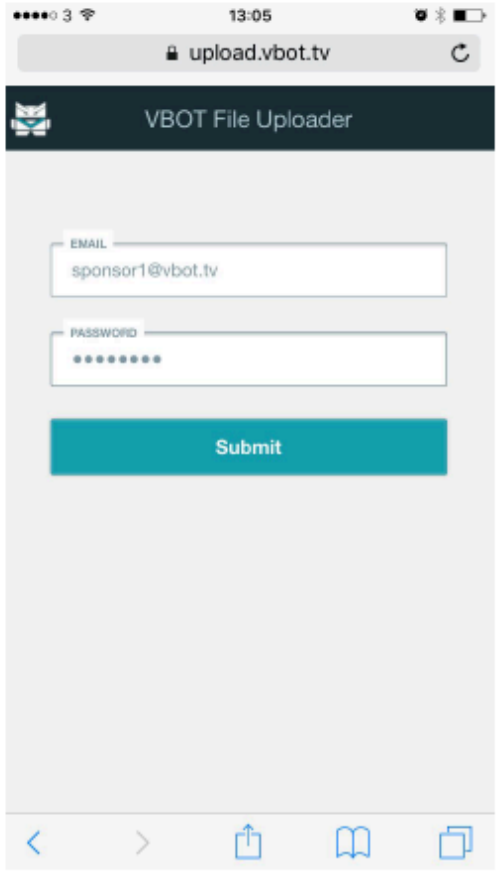
What has been integrated so far is a module for proactively promoting interaction towards volunteers

A rule is applied and the plan is **adapted**
A new event occurs: a user **registers** to the SpONSOR platform
Association dependent actions as a result of a **planning process**

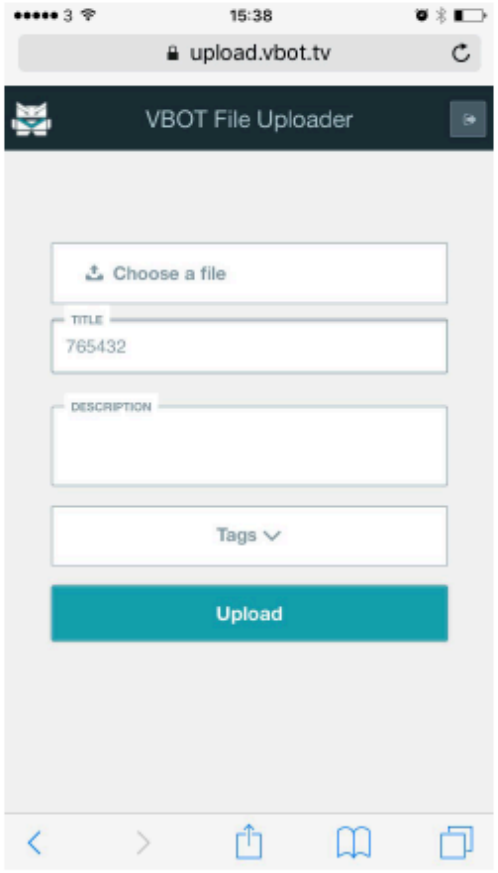


Video Based Services

Enriching user profiling and (later) performing training



Users can sign in to the uploader using their Sponsor user credentials



User enters their Sponsor user ID as video title

User records a video of themselves

A “slogan based” conclusion

Some directions SpONSOR is following

- Organizations side
  - “Serve them as better as possible”
  - “Support them in the difficult and dynamic business of managing volunteers”
- Volunteers side
  - “Let them choose the right thing”
  - “Do not let them alone”
  - “Help them to adapt to reality pursuing new capabilities”

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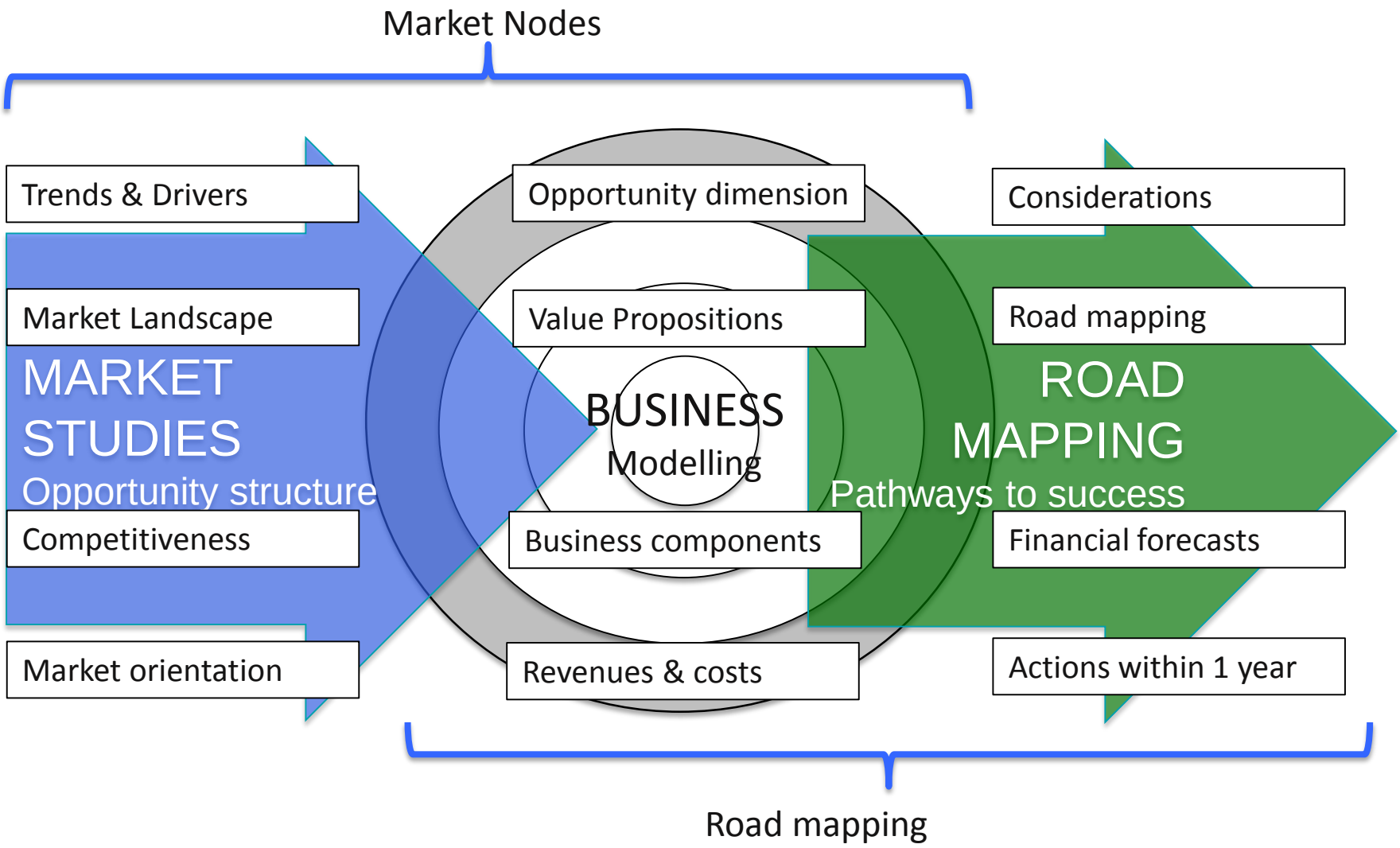

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