



VOLUNTEER GUIDE

الألعاب الإفريقية

JEUX AFRICAINS
AFRICAN GAMES
JOGOS AFRICANOS

RABAT 2019
19 - 31 AOÛT



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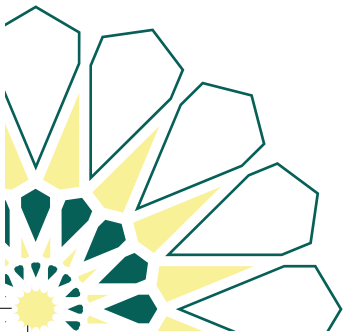
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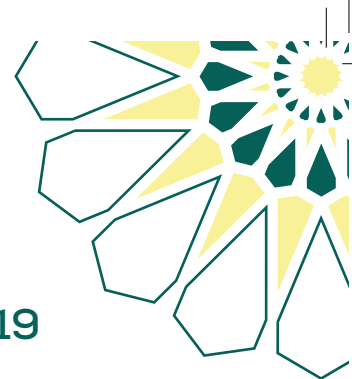
Presentation



Applications for the Rabat 2019 Volunteer Program will officially start on Monday, March 25, 2019 by the Organizing Committee of the African Games Rabat 2019 (COJAR) via the official website dedicated to the event and also through a mobile application (Android, iOS).

The volunteers will participate in this collective adventure. They will provide invaluable support for the Games, and their contribution will be one of the key factors for the success of Rabat 2019.





Overview of the Volunteers Program of Rabat 2019

When could one apply?

The recruitment campaign will officially start on Monday, March 25, 2019 from 13:00 (local time) until May 2019.

The exact closing date of the application phase will be announced later on the Rabat 2019 website.

How to apply?

On the website of Rabat 2019:

<https://www.jar2019.ma/espace-volontaires/>

What are the areas of activity of the volunteers?

Volunteers will have a unique opportunity to contribute to the smooth running of the Games in areas as diverse as language services, transport, hospitality, protocol operations, or relations with African delegations or participating delegations.

Conditions of eligibility :

Those interested, and who will have to be major at the time of the inscriptions to the Games, will be able to be candidates until the end of May 2019. All the nationalities are eligible, priority for the African citizens.

Candidates must fulfill the following conditions:

- Be motivated to become an actor in the organization of the event;
- Aged of 18 by March 25, 2019;
- Be available for the duration of the games.

A panel will then study the candidates' files and select them. Successful candidates will then receive regular training so that they can become familiar with their future functions in the run-up to the Games.

The page devoted to volunteering on the Rabat 2019 website will contain information on the practical arrangements for recruiting volunteers (age, skills required, availability etc.).

COJAR is aware of the importance of the role that volunteers will play in the success of the 2019 Rabat Games, but also the opportunity to actively participate in one of the biggest sporting events at the continental level, if not the biggest.

Rabat 2019 wants to offer 2,000 volunteer positions. All those who are passionate about the Games and want to contribute to the projects are welcome.

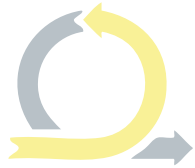
PROCESS AFTER APPLICATION

After applying for the Games Volunteer Program, candidates will spend until the beginning of August on a «Volunteer Course», taking part in orientation and training sessions with other volunteers. During this trip, they will feel more and more the feeling of being part of the same team, and the excitement of being involved in the 2019 Rabat Games will multiply. Let's take the trip together!



plan

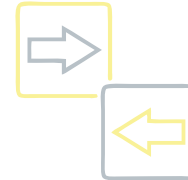
TASK	PRIORITY	STATE	START DATE	DEADLINE	COMPLETION %
Development of the pole's strategy	High	Completed	05/02/2019	12/02/2019	100 %
Preparation of procedures manuals	High	Completed	13/02/2019	02/03/2019	100 %
Development of job descriptions	High	Completed	01/03/2019	08/03/2019	100 %
Developing the slogan for the volunteer recruitment campaign	Normal	Completed	06/03/2019	27/03/2019	100 %
Development of the electronic registration interface	High	Completed	18/03/2019	22/03/2019	100 %
Online applications	High	Under process	25/03/2019	02/08/2019	75 %
Identification of the needs of the poles in volunteers	High	Under process	02/03/2019	01/08/2019	75 %
Development of the charter of volunteers	High	Completed	20/04/2019	05/05/2019	100 %
Internal recruitment (MJS officials) of site supervisors	High	Completed	02/05/2019	04/06/2019	100 %
Period of exchange and selection and orientation	High	Under process	15/06/2019	21/07/2019	75 %
General training sessions	High	Not started	27/07/2019	04/08/2019	0 %
Specific role and leadership training (team leaders)	High	Not started	05/08/2019	05/08/2019	0 %
Training specific to the places of intervention	High	Not started	06/08/2019	07/08/2019	0 %
Notification of the role and location of volunteering activities	High	Not started	08/08/2019	08/08/2019	0 %
General simulation	High	Not started	12/08/2019	13/08/2019	0 %
Distribution of endowments	Normal	Not started	12/08/2019	13/08/2019	0 %
Deployment of volunteers by site	High	Not started	13/08/2019	03/09/2019	0 %
Realization of balance sheets relating to the operations of the pole	High	Not started	04/09/2019	24/09/2019	0 %



The process

Match candidates to preferred volunteer categories and workplaces and inform applicants of the assigned category / role and location of volunteering activities.

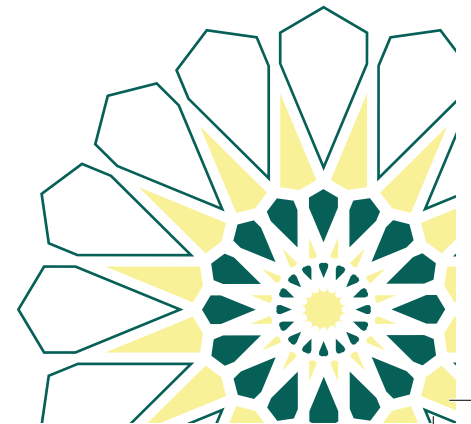
Candidates we are unable to assign to their preferred role and place of work will be contacted in August 2019.

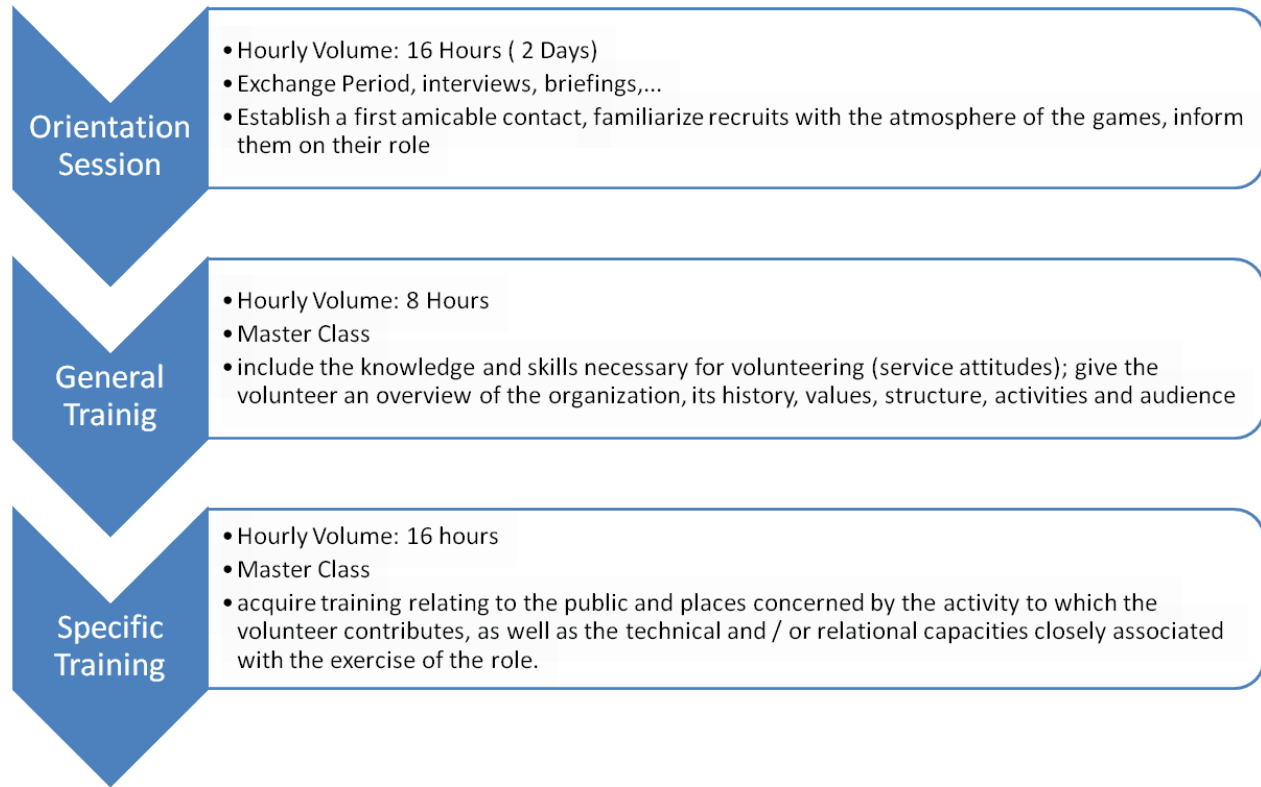


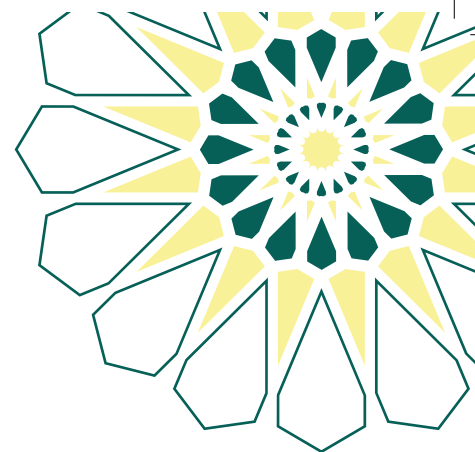
Orientation

Each candidate will be required to attend an orientation session that will last approximately 960 minutes (16 hours).

We will arrange an interview during the orientation session to allow candidates to become familiar with the atmosphere of the Games and to raise the level of teamwork.







Information on Orientation:

Generic training

Each candidate will have to attend a general training session lasting approximately 8 hours.

The general training session will aim to enable candidates to acquire the basic knowledge required as volunteers.

After being notified of the required presence, the candidates will be able to be convened following the defined dates.

Specific training

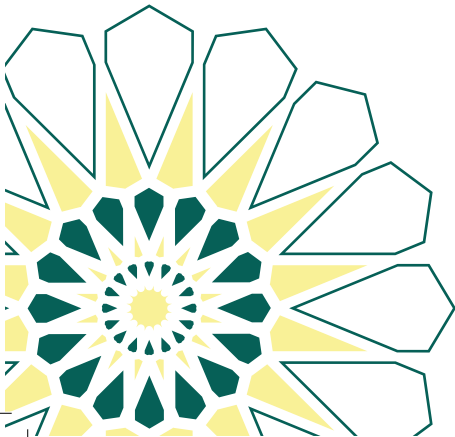
Each candidate will have to attend a specific training session lasting approximately 16 hours.

The specific training session will aim at acquiring training related to the public and places concerned by the activity to which the volunteer contributes, as well as the technical and / or relational capacities closely associated with the exercise of the role.

Zones and roles

Games volunteers will provide support in areas such as spectator services, the operation of the competition and the media. They will be assigned to various locations, including competition venues where various sports are held, the athletes' accommodation, and all facilities and services related to the organization of the event.

- Please note that this may be subject to change if Games operational planning is advanced.
- Applicants will be placed in one of the following categories of volunteers.
- Candidates can select up to three categories of preferred volunteers. Please note, however, that the affirmation of preferred categories does not guarantee that it is the subject of assignment



1. All

Participate as a volunteer at the Games for any role or activity.

The logo for TOUT, featuring the word in a stylized, blue, outlined font.

2. Orientation

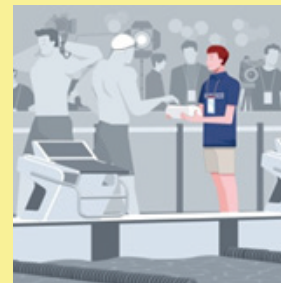
Guide spectators and other participants to sites and other facilities, check tickets and perform security checks.

Provide advice and assistance at airports and hotels to ensure that Games-related participants can enter Morocco and provide smooth accommodation.



3. Events

Support the running of the competition at the competition and training venues.



4. Personal support

- Welcome delegations and ensure that their working conditions are good in Morocco.
- Receive delegations at airports and places, etc.
- Provide athletes with foreign language support prior to and during their stay at athlete accommodation sites to enable them to be well prepared for competitions.
- Provide support in a foreign language when athletes have media interviews after competitions.
- Fournir un soutien en langue étrangère lorsque les athlètes ont des interviews avec les médias après les compétitions.



5. Operational support

- Distribute uniforms (to volunteers, etc.) at the Uniform Distribution Center.
- Issue identifiers to Games participants, based on pre-recorded information in uniform distribution facilities, venues, airports, etc.
- List staff members at check-in points at the beginning of each day.
- Administer the distribution of equipment to teams, media and other Games participants.



6. Healthcare

- Transport medical participants when an athlete is injured. First responders provide prompt initial treatment to spectators or Games-related personnel suffering from discomfort or sudden injury.
- Provide support to transport an injured athlete to the first aid room.
- Support tests administered by doping officials to athletes.



7. Technology

- Support distribution, collection, etc. technology and communication equipment.
- Data entry and display of event results on competition sites.



8. Media

- Provide a wide range of support measures for members of the national and international media to enable them to effectively conduct interviews, etc.
- Support the management of reporters and photographers and support press conference operations.
- Provide support for photographic and video recordings of the 2019 Rabat Games and all other publications.



9. Ceremonies

- The role of support during medal ceremonies and others. This role may include guiding athletes and other Games-related personnel to the required positions, as well as awarding medals and other commemorative items.



*The targets will be defined following the analysis of needs of the different committees of COJAR.



Annexes :

Information on Orientation :

We will hold orientation sessions, including interviews, which will allow participants to become familiar with the atmosphere of the Games and improve teamwork.

From the beginning of August, we will send notifications to registered candidates by e-mail. Each candidate will be required to attend an orientation session, which will last approximately four hours.

Procedure before the orientation session

1. An e-mail entitled «Request to reserve a place for orientation session Rabat 2019 to (name of place)» will be sent.
2. Please follow the instructions contained in the e-mail.
3. An e-mail will be sent to you before the orientation session detailing the procedure for the designated session.
4. Make sure you arrive on time at the location of your orientation session.
 - Please note that you will not be allowed to enter the room ten minutes after the start of the session.
 - Please also note that you will not be able to enter the room less than 30 minutes before the start of the session.

Prior confirmation of attendance at the orientation session

The following points will be verified during the orientation session:

Make sure you complete these points before attending the session:

- Proof of identity.
- Make sure you understand all the elements related to proof of identity.
- For the «last name» and «first name» elements included in the application form, please use the same «last name» and «first name» as they appear on the document you use as proof of identity.

One of the following documents must be presented as proof of identity :



- Photography :

If all the conditions concerning the photographs are not yet met, please obtain a portrait of yourself, log on to the volunteer recruitment page, then edit your photo in the «Registration and editing of photos» section.

Please see the image data requirements below.

File format	: JPG, JPEG, PNG ou BMP
File size	: 50 Ko - 5 Mo

Items to take on the day of the orientation session

- Proof of identity selected during registration.
- Writing materials.



KNOW-HOW		Voluntary				accompanist				observations
		A	B	C	D	A	B	C	D	
Autonomy	Being able to carry out a set of activities in accordance with the directives or instructions given previously.									
	To be able to take relevant initiatives for a better realization of the work.									
Creativity	To be able to find new ideas, innovative practices or original solutions to the context of the mission.									
Analytical and synthetical mind	Be able to examine, observe a situation in all its aspects, or understand detailed documentation									
	then be able to make a summary, a report, and clearly formulate the essential points.									
Punctuality	To be able to respect the imposed schedules, the time of the appointments									
	To be able to do a job on time and meet deadlines.									
Rigor	To be able to demonstrate logic, precision, formalism and be able to maintain the same systematic approach in carrying out the tasks entrusted.									
Interpersonal skills	Being able to go spontaneously to others, to be comfortable in verbal communication, in events, public events.									

	To be able to develop and maintain good quality relationships with others.								
	To be able to establish a climate of confidence.								
Sense of hearing	To be able to be attentive to the remarks of his interlocutors, to ask them for clarifications, explanations, to make sure to have understood them well.								
Sense of organization	Being able to structure an activity into different tasks, to order them, to associate the means and the time necessary to accomplish them.								
	To be able to predict and adapt to hazards.								
Sense of service	To be able to meet others, to be useful, to be able to anticipate their expectations, to strive to meet them to the best of their ability.								
Tolerance	To be able to respect and show openness to people different from oneself.								
	To be able to respect ways of thinking and acting different from one's own.								
Team work	To be able to participate in a collective activity respecting the organization, roles and tasks defined.								
	To be able to help each other in the execution of a task so as to obtain a better result or to overcome the difficulties encountered.								
Ability to dialogue in an intercultural context	To imbibe languages (learning the local language), cultures								
Ability to assume responsibilities									
Adaptability									

Ability to persevere	Overcoming frustration, bouncing back after failure, having self-confidence, knowing how to challenge oneself, turning constraints and difficulties into strengths									
Ability to manage, analyze and exploit the unexpected										
SAVOIR FAIRE										
Animation	Be able to actively involve all members of a group in a cultural activity, sports etc. using the methods and means adapted to the context and the public concerned.									
Oral expression	To know how to express oneself clearly and correctly, to present one's speech clearly, to make oneself understood.									
	To know how to adapt one's level of language to one's interlocutors.									
Written expression	Know how to structure and write a document clearly according to the objectives pursued.									
	To know how to respect the spelling and the syntax, to take care of the presentation of a document									
Communication Media /	Ability to apply oral and written communication techniques with vocabulary and style adapted to media operations : (radio broadcasts, video reports, website content ...).									
Events	To know how to use the tools, the technologies specific to these media.									
Communication: Communication profession	Know how to define and follow a communication plan (definition of objectives, messages, target audiences, media to use and their schedule).									
	Know how to carry out the communication actions planned in the plan.									

Office knowledge	Know how to use micro-computer tools: word processor, spreadsheet, presentation tool								
	Know how to surf the Internet: use e-mail, social networks, search information								
Knowledge of computer tools (other than office automation)	Avoir des connaissances dans un des domaines de l'informatique, en particulier concernant : - les langages de développement,								
	Have knowledge in one of the domains of the computer science, in particular concerning: - the languages of development,								
	managing a database,								
	telecommunications and networks,								
	operating systems								
Website knowledge	Know how to use website design tools to: - create a blog,								
	define the architecture, realize, update a website.								
Accompaniment to the person	Know how to take care of people with disabilities, elderly to help them in their daily lives								
Autres									





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