

WILKEN DIGITAL VOLUNTEER FILE

FACILITATE, OPTIMISE AND
AUTOMATE THE ADMINISTRATION OF RECORDS

Organisations in aid and the social economy are no strangers to competition, advancements in technology and the pressure to rationalise. They also need to focus on their **key competencies, optimise their processes** and tap hidden **reserves**.

Organisations in humanitarian aid and the social economy employ full-time co-workers as well as large numbers of volunteers, assistants, hired experts, interns, trainers and group moderators, travel assistants and many others.

Their staff mostly still work paper-based when hiring and administering volunteers. The drawbacks of this approach are clear: time-consuming searches for data, data silos, easy destructibility of documents and the constant challenge of limiting access to authorised persons.

FUNCTIONALITY OVERVIEW:

- ✓ Procedure-based management processes for requesting and assessing clearance certificates in child and youth care.
- ✓ Customisable file covers containing all relevant data.

Wilken Ciwi GmbH, a company specialising in software solutions for organisations in development, aid and the social economy, offers a solution for these and many more typical challenges: the Wilken Digital Volunteer File. It is specifically tailored to the needs of volunteer management and facilitates administrative processes. It also optimises and automates the request and assessment of clearance certificates for volunteers in child and youth care.

- ✓ Integrated Wilken Process Management for location-independent automation and standardisation of procedures.
- ✓ Follow-up, appointment and delegate functionality.
- ✓ Encryption of documents for protection against unauthorised access.

The Digital Volunteer File not only eases the workload for those employees responsible for the sector's administration and personnel management. It also lowers overall administrative efforts and costs considerably.

The Wilken Digital Volunteer File is an add-on software module aiming to facilitate working with administrative procedures in volunteer management. It can easily be expanded into a full-fledged Digital Personal Record for full-time employees.

- ✓ Creation of document templates containing file cover data (incl. bar codes).
- ✓ Scanning of documents with assignment to specific records.
- ✓ Journaling of all accesses to documents and records.

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YOUR BENEFIT FROM USING WILKEN DIGITAL VOLUNTEER FILE:

- ✓ Location-independent archiving of all relevant documents and processes reduces filing and printing costs, avoids unnecessary searches for data and conserves an organisation's resources.
- ✓ Centralised electronic filing ensures currentness and parity of data through location-independent access.
- ✓ The integrated Wilken Process Management helps in automating processes and standardising them, independent of their location. Follow-up, appointment and delegate functionalities help avoid missed opportunities and support working to deadlines, e.g. through actualisation of certificates, driver license certification for company cars etc. This helps avoid mistakes and missed deadlines and assists in improving employee satisfaction in personnel management and administration.
- ✓ A workflow template specifically developed for working with volunteers facilitates the process of requesting, assessing and administering individual clearance certificates.
- ✓ Comprehensive search and filter functions allow for a quick and all-encompassing overview over process status data, outstanding feedback, rejected/accepted applicants etc.
- ✓ Management of individual skill profiles within records provides easy and fast filtering of potential candidates for volunteer positions, seminar participants, professional training offers etc.
- ✓ Automation of procedures speeds up internal workflows, quickening information flows to applicants and other interested parties in turn. Professional management communicates reliability, creates a positive impression of your organisation and creates opportunities for competitive differentiation.
- ✓ Greater safety through the discontinuation of manual document transfers through email or post, copying of records etc.

