

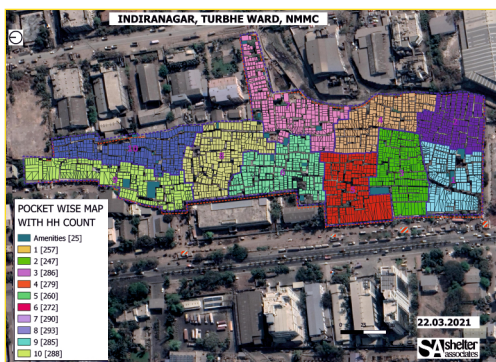
# ROLE OF COMMUNITY VOLUNTEERS FOR THE URBAN WASH PROGRAM

Turbhe Ward, Navi Mumbai



## WHY VOLUNTEERS FROM THE COMMUNITY?

Community volunteers are an important part of the Urban WASH project as they form essential messengers to the beneficiary communities in order to achieve the intended objectives. By virtue of being from the communities, they have a better understanding of the issues faced by the communities & are crucial in improving the effectiveness and sustainability of mobilizing efforts. Under this project, 20 individuals within the slum, who are willing to be volunteers will be identified. They will be trained around the project objectives, survey tools, communications materials and will be assigned slum pockets comprising around 250 families. Various Self-Help Groups (SHG), Community Based Organizations (CBOs), community leaders, youth organisations & households within the slum settlement are contacted to find potential volunteers.



10 pockets of the Indira Nagar Slum assigned to 10 community volunteers



Meeting with the community women leaders for finding project volunteers



Speaking with slum families to find volunteers for the project

## TOPICS FOR VOLUNTEER TRAINING



Understanding the project objectives & outcomes



Knowledge of spatial mapping, data collection & documentation



Online/offline training sessions on COVID-19



Knowledge of IEC materials & other activities for community mobilization



Knowledge of WASH indicators



Ways to communicate with the ULB Officials



Dealing with obstacles such as political hindrances, etc.



Soft skill training such as Communication, People Mgmt, etc.

The roles and responsibilities are documented and shared with the community volunteers, after which they are assigned activities based on a pre-planned structure. SA monitors the progress and provides guidance and support throughout the project. Having volunteers from the communities help in strengthening the relation with the beneficiary community and maximising our reach. Since they are familiar with the community, the volunteers can build positive rapport and connect well with the people residing there, easing the entire mobilization efforts.