

FAQ Crewing MVI

What happens once I have applied?

After submitting your application, your data will be added to our platform and you will receive a welcome e-mail. If suitable volunteer positions become available that match your qualifications, role, and availability, we will contact you directly. We will only reach out if there is a potential placement that fits your profile.

Please note that due to limited staffing capacities, we are unable to provide individual status updates or respond to follow-up inquiries regarding applications. **We kindly ask you to refrain from sending additional e-mails asking about your application status.**

Please also check your spam folder regularly, as our messages may occasionally end up there. **We schedule volunteers only up to six months in advance.** If you are interested in a placement further in the future, please apply closer to your available dates.

What requirements do I need to fulfil to become a volunteer?

Requirements vary depending on the position and project location. The professional qualifications and experience needed for each role are outlined in the application form.

As volunteering takes place outside the typical framework of a clinic or doctor's office, additional skills and personal qualities are essential. These include strong English skills (additional languages are an asset), physical and mental resilience, adaptability, and the ability to work effectively in a dynamic international team and constantly changing environment.

We also expect volunteers to share a strong commitment to humanitarian principles, human rights, and respectful, patient-centered care. Openness, cultural sensitivity, and motivation to contribute in challenging contexts are key requirements for all roles.

What documents do I need?

If you are confirmed for a position, we will ask you to provide several documents, so please be prepared to submit: a CV in English, proof of your qualifications, proof of MMR vaccination* and a copy/photo of your ID or passport. You will also be asked to sign our volunteer agreement and handbook, which we will send to you once the assignment is confirmed.

While proof of COVID-19 vaccination is no longer mandatory, we strongly recommend volunteers are vaccinated in order to reduce the risk of transmission and help protect patients, teams, and vulnerable communities.

*If you do not have proof of MMR vaccination, you will need to arrange an antibody test with your doctor and provide the results to us.

What does the work with MSI entail? (and what are we not?)

Working within MSI projects can be very different from working in a regular practice or clinical setting. Our work focuses on **basic medical care and health space work**, often in low-threshold or outreach settings, rather than conventional clinical practice. Depending on the context, this may include providing care directly on the street or in other non-traditional settings.

We support people who are often in exceptionally difficult life situations and may face multiple barriers to accessing healthcare. This requires empathy, flexibility, cultural sensitivity, and the ability to work in dynamic and sometimes challenging conditions.

Our work is based on dignity, solidarity, and meeting people at eye level. We do not see ourselves as “rescuers,” nor do we approach people from a paternalistic perspective. Instead, we provide respectful, patient-centered support and work alongside people in their individual situations.

At the same time, it is important to understand what this work is **not**: MSI is not a hospital or emergency response organization, and volunteers should not expect conventional

clinical work. The focus is on accessible basic care, health support, and humanitarian medical solidarity.

How will I be insured while volunteering with MVI?

MSI provides volunteers with **basic assignment-related insurance coverage** during their placement. This includes personal liability insurance, accident insurance, and travel health insurance, including emergency medical assistance.

Please note that this coverage **is not professional liability (medical malpractice) insurance**, and it is also **not a substitute for your regular health insurance coverage**. Volunteers are expected to maintain their own valid health insurance. If professional liability insurance is required for your profession or personal practice, you are responsible for arranging this independently.

The insurance provided is intended to offer basic protection related to the assignment, so you can volunteer with added security while on placement.

As a volunteer-based organization, we cover insurance, coordination, and on-the-ground support for each placement. To help sustain this, we invite volunteers to support our work through a **voluntary solidarity contribution** (suggested: €120 per assignment) or by becoming a **supporting member** through a regular donation (from €10/month). These contributions help cover operational costs and support the long-term sustainability of our medical and psychosocial projects at Europe's borders.

Support is voluntary, but every contribution helps make future volunteer placements and ongoing care possible.

Do I need to find my own accommodation?

In most of our projects, we offer shared volunteer accommodation where you can stay in exchange for a small contribution toward rent and utilities. You are, of course, free to

decide whether you would like to stay in the shared accommodation or arrange your own housing.

Please note that accommodation capacity is limited, and in some cases we may not be able to provide a space for every volunteer. Availability can depend on the project and timing of your assignment. If shared accommodation is not available, we will support you with information and guidance in finding a place to stay.

What kind of other expenses can I expect?

As a volunteer, you are generally responsible for personal expenses related to your assignment. This includes travel costs to and from the project, accommodation contributions (if applicable), meals, local transportation, and any personal expenses during your stay.

MSI is largely donation-funded and unfortunately cannot financially compensate or cover volunteers' personal living costs during assignments.

All costs directly related to your work in the project are covered by us. This includes materials and resources needed on site, as well as the broader infrastructure that supports volunteer placements and project operations, such as coordination, administration, and logistical support.

Will I need to provide my own equipment?

No, we provide all work materials on site, including scrubs, all disposable materials and stethoscopes.

Are there any regulations the work in the projects is based on?

Yes. Before your assignment, you will receive a volunteer handbook, which must be read, signed, and returned before arrival. It includes our Code of Conduct as well as relevant

guidelines, manuals, and policies that outline the framework and expectations for volunteering with MSI.

These regulations cover professional conduct, safeguarding, confidentiality, teamwork, security-related guidance, and principles for working respectfully within our projects and the communities we serve. They are intended to provide orientation and ensure a shared understanding of responsibilities, values, and standards during the assignment

What do I do if I am no longer available for the specified period of time?

Once your assignment has been confirmed, you are part of our schedule and we rely on your commitment for the agreed period. Our work depends on careful advance planning to ensure continuous support for patients, so your availability is an important and binding part of the planning process.

Short-notice cancellations can have a significant impact on project operations and patient care. Therefore, we ask you to treat confirmed assignments as fixed commitments.

If your availability changes, it is essential that you contact our crewing team as early as possible so we can respond accordingly and adjust our planning.

Can I speak to someone before my assignment to find out more about the project?

Yes. We offer monthly online onboarding sessions for all new volunteers, where you can directly connect with local coordination, ask questions, and gain insight into the work on site. If you are scheduled for a volunteer assignment, participation in one of these onboarding sessions is mandatory.

These sessions are planned and scheduled after your assignment has been confirmed, so you will be invited once you are included in the planning process.

In addition, there are regional volunteer groups in several major cities in Germany, led by former volunteers, where you can exchange experiences and ask further questions. You will also be contacted directly by the on-site coordinator shortly before your assignment to go through final details.

Can I volunteer as a medical student?

Yes. We offer a dedicated position for medical students, preferably in their final year, in our project in Athens. If you wish to use your assignment as part of an internship or clinical placement for your studies, we will need to check whether your university's requirements can be met within our project framework.

Please note that we are a small organisation with limited resources and not a hospital. Medical students take on a range of tasks depending on their level of training and the needs of the project. These may include administrative work, sorting donations, and, where appropriate, working alongside doctors and participating in outreach activities in camps.

This role is also open to doctors with less than one year of professional experience who are not yet eligible for a junior doctor B position.

Are there other ways than volunteering to support MSI?

Yes. Beyond volunteering on site, there are several ways to get involved and support our work.

You can join our online community or become active in one of our regional groups, especially if you are based in Germany. These groups are organized locally and bring together current and former volunteers who stay connected, share experiences, and actively support MSI through outreach activities, events, and awareness work in their cities. This can include helping at information events, supporting fundraising activities, or contributing to local initiatives such as awareness campaigns or benefit events (e.g. concerts or community actions).

You can also join our WhatsApp community to stay updated, connect with others, and take part in local coordination and activities.

 <https://chat.whatsapp.com/CuaSRUUIfdW1dZJUsrDkBa>

As a small NGO, our work depends heavily on donations. You can support us by making a one-time donation, organizing a fundraiser, or becoming a regular donor to help us plan sustainably and ensure long-term impact.

 <https://medical-solidarity.org/donate-now-2/>