

**voluntary action position request**

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| **Nº** |  | **INFORMATION AND RECEPTION VOLUNTEER****Information and Reception of Participants** |

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| **Minimum age** | **18** | **Maximum age** | **-** |  | **Men** | **Yes** | **Women** | **Yes** |

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| **Description of volunteer profile** |
| The volunteer will provide entry information on the Employment programme for people interested in participating.He/she will be in direct contact with refugees from Ukraine and will deliver information in one-to-one meetings (or by phone) about the employment programme, refer participants to group information sessions, and register their data for individual support in CV writing/translation. |
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| **Competence profile** |
| * Knowledge of the services offered by the branch and of the contact details of each service for referral, when necessary.
* Good command of Polish and Ukrainian language
* Good communication skills both face-to-face and on the phone
* Basic digital skills (MS Office, Internet, E-mail)
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| **Personal characteristics** |
| * Good oral and written communication skills.
* Ability to analyze and assess decision-making situations.
* Sensitivity towards vulnerable groups.
* Adaptability and flexibility.
* Social skills.
* Maturity and responsibility.
* Ability to make decisions in stressful situations.
* Ability to perform several tasks simultaneously
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| **Previous training** |
| 4 hours of practical training: * 2 hours of introduction to the Employment project, its objectives and description of activities
* 2 hours on the specifics for running the activity
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| **Relevant experience** |
| Experience receiving, managing and/or referring information/assistance requests, both face-to-face and on the phone Recommendable experience working with people at social difficulty.  |

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| **Type****Member /volunteer** | **Competence** | **Grade (0-5)** |
| Volunteer | Planning and organizational skills  | **3** |
| Volunteer | Team working ability | **3** |
| Volunteer | Communication skills | **4** |
| Volunteer | Emotional management - self-control | **4** |
| Volunteer | Initiative - self-management | **4** |
| Volunteer | Vulnerability awareness | **5** |
| Volunteer | Smart phone skills | **5** |
| Volunteer | Computer skills | **3** |