

**voluntary action position request**

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| **Nº** |  | **ADMINISTRATIVE SUPPORT****Follow-up Volunteer** |

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

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| **Description of volunteer profile** |
| The volunteer plan and conduct follow-up calls and/or interviews to participants of the Employment project in order to know the impact of their participation in the project on their job search success, detect possible needs, guide and motivate additional project’s actions and/or measures to be offered to the participant by the job counsellor after the assessment. Companies/Organizations can also be followed-up through visits, e-mail and phone calls in order to verify that agreed requirements and obligations are met. In both cases, Follow-up volunteers will coordinate with the Employment project team in order to guarantee adequate responses to meet participants’ needs after the follow-up action. |
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| **Competence profile** |
| * Advanced telephone manner, with ability of being professional and polite, discreet and tactful, courteous but firm.
* User-level computer skills (Word, Excel, E-mail, Internet, Forms)
* Good written skills for preparing follow-up reports, if necessary.
* Fluent in Ukrainian and Polish language
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| **Personal characteristics** |
| * Strong interpersonal and communication skills, both written and oral, active listening, empathy, assertiveness
* Emotional stability to cope adverse situations
* Sensitivity towards social, intercultural contexts.
* Other skills: empathy, negotiation, conflict solving, self-organization and time-management skills, teamwork.
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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** |
| Preferably, customer/client service experience and user-level digital skills (Word, Excel, E-mail, Internet, Forms)Recommendable experience working with people at social difficulty.  |

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