

Volunteer policy for Reden International

Reden International is an institution under the KFUK's Social Work. As can be seen from the organizational chart on the next page, KFUK's Social Work runs a number of initiatives for socially disadvantaged people, including Rederne in Copenhagen, Odense, Aarhus and Aalborg.

All efforts in the YWCA's Social Work are based on the same working basis:

- We know that change is possible.
- We meet the individual as he is and where he is.
- We see it as our task to point out the unused opportunities.
- We are both a breathing space and a binding, relationship-based offer of help for self-help, where we give people the tools to change their lives.

As a civil society actor, volunteering is a natural and obvious part of all branches of our work. We are developing a joint volunteer strategy and volunteer policy that takes into account that volunteers are different and contribute in different ways, and which creates space to involve users as volunteers. You will be able to read this voluntary policy below.

Roles of volunteers

Reden International has volunteers who carry out a number of important functions in all departments of the organisation. As a volunteer in Reden International, you help make an active effort in relation to women who have been exposed to human trafficking and to foreign women in prostitution in Denmark.

In Reden International in Vesterbro, volunteers are used in two services, **the Night Café** and the **Tuesday Clinic**. The two offers use two different types of volunteers with different backgrounds and functions. Which type of volunteer they each use will be elaborated on below.

Regular volunteers are used in Reden International's Night Café. The night cafe was opened due to a growing need for a place to stay at night for foreign women in prostitution. The night café is located at Vesterbro and is open between 24.00 – 05.00 Thursday, Friday and Saturday. In the Night Café, there are volunteers on duty together with the permanent staff during opening hours. The aim is to have two volunteers and two employees on each shift. A shift extends from 23.00 – 03.00 - night work can be demanding and potential volunteers must carefully consider whether this is the right type of volunteering for them. The night café is well attended, with up to 15-40 women per opening night, this creates a hectic, changing and exciting environment.

The regular volunteers are tasked with supporting the social work by giving the paid employees the opportunity to focus on the individual woman. They do this by helping with practical things, providing care and support and by acting as a pair of extra eyes, ears and hands.

Although regular volunteers and social workers work side by side, they have different roles. While the employees have to think about plans, development and the future, the volunteers can help create a good and safe atmosphere in the present.

The role of volunteers is to help make Reden International a nice and cozy place for the women. The women must be able to relax completely with the volunteers and take a break from worries and demands. We like to see the volunteers having fun and talking with the women, but always only on the women's terms. Therefore, the volunteers must be careful not to start counseling the women or start conversations about heavy and retraumatizing topics. It is not the volunteers' task to talk to the women about their trading history, prostitution experiences, etc.

Competence volunteers primarily consist of volunteer doctors and nurses who work in Reden International's Tuesday clinic. The Tuesday clinic is a clinic with a focus on sexually transmitted diseases. It is a free and anonymous offer where the women can be tested for HIV, syphilis, chlamydia and gonorrhoea, as well as advice on contraception and other health-related issues.

The Tuesday clinic is located in Vesterbro and is open every Tuesday from 17-19. In the clinic, there is a volunteer doctor and a nurse on duty, and in the living room there is the possibility of counselling from the permanent staff.

Volunteer assignments

General volunteers on duty help provide general care for the women who use the Night Café. General volunteers undertake to take on one shift a month, where they work side by side with the social workers, but we would like the volunteer to take on more shifts. The general volunteer helps with the practical work and contributes to the women feeling welcome and comfortable.

The shift starts at 23, one hour before the Night Café opens. Here, the volunteer must prepare for the women's arrival, including ensuring that the practical basic operations are in order - for example by making coffee/tea, serving food/snacks, wiping tables, refilling the boxes with condoms.

During the shifts, if there are two permanent employees and two volunteers on the job, it will be possible for teams of two to join outreach street work. Here, a volunteer together with a permanent employee will walk routes in the local area of Vesterbro and make contact with the women on the street. The outreach street work at night is a high-priority effort, which is only possible when we have two volunteers. Through the outreach, we can reach new women who are not aware of the offer, and we get an impression of the street environment in which the women behave.

Competence volunteers contribute with what their skills require and to the extent that is relevant. Competence volunteers are not part of Reden International's daily operations, as is the case with on-call volunteers, but provide an extra service for the women. Reden International seeks to ensure that the competence volunteers have the tools they need to carry out their assistance.

The largest group of competence volunteers are the volunteer doctors and nurses. The volunteer doctors attend Reden International's women in relation to venereal diseases, pregnancy guidance, general minor blemishes and prevention of further deterioration, such as e.g. wound care, minor infections, contraception, etc.

Organization of the volunteer work

In 2016, Reden København merged with Reden International and KFUK's Sociale Arbejdes Krisecenter in a 3-1 organization with a joint board, a joint director and cross-functional staff functions. The overall volunteer coordination is now brought together under one central volunteer coordinator, who collaborates with local volunteer coordinators in the individual departments. The two-part volunteer coordination must ensure that there is a connection between the overall framework for the volunteer work and the individual volunteer's reality in Reden International.

The central volunteer coordinator is responsible for ensuring that the voluntary work in the individual offers takes place in accordance with the organisation's overall principles and values – and vice versa, that the overall framework supports the

volunteer work in the individual offers as best as possible. The volunteer coordinator is also responsible for recruiting new volunteers and holding four annual themed meetings for volunteers.

The local volunteer coordinator works at Reden International on a daily basis and therefore has an in-depth knowledge of Reden International's staff, users and social work. The local volunteer coordinator is responsible for training new volunteers, ongoing communication with the volunteers about the day-to-day work at Reden International and shift planning.

It is the employees' task to help the volunteers to support the social work as best as possible. This means, among other things, that the employees ensure that the volunteers are actively involved and keep them informed about things that may have an impact on the work.

Recruitment of volunteers

Who can volunteer?

You can become a volunteer at Reden International if you are 21 years old. In addition, you must be able to commit to being a volunteer for a minimum of 6 months.

You cannot become a volunteer if you also work as a paid employee or temporary worker in the organization. Conversely, volunteers cannot normally expect to be employed in paid positions either.

Application

If you are interested in becoming a volunteer, you must send a motivated application to our central volunteer coordinator. The application must contain something about:

- Who you are (age, background).
- Why you would like to volunteer at Reden International.
- Where in Reden International you want to volunteer.
- What skills and experience you can contribute as a volunteer.
- What is expected of the voluntary work.

Personal interview

The central volunteer coordinator calls the applicant for an interview. To ensure that there is a common framework from which to speak, the applicant must read the volunteering policy before the interview. During the conversation, the parties will exchange expectations and ask each other relevant questions, in order to assess whether there is a basis for a collaboration.

If, after the conversation, both parties assess that it is a good match, the central volunteer coordinator will ask the local volunteer coordinator in Reden International to start an introduction process.

Introduction

The local volunteer coordinator contacts the applicant to follow-up. A general volunteer has two introduction shifts with the volunteer coordinator or another experienced employee.

On an introduction shift, the following takes place:

- General introduction to the work and target group at Reden International
- Tour of Reden International and introduction to the house rules.
- Practical introduction to the volunteer's work on a shift.
- Practical introduction to the procedure manual, emergency telephone, emergency exit etc.
- Sign a non-disclosure agreement.

After the introduction shift, the volunteer is evaluated by the permanent employee and the local volunteer coordinator. Contact is then made with the volunteer with a plan for the further process.

Mutual expectations

Before you decide to become a volunteer at REDEN INTERNATIONAL, it may be a good idea to make yourself clear about what you expect from the volunteer work and what expectations you must live up to.

As a volunteer, you can expect to:

- Make an important and meaningful effort
- Become part of a community
- Be well prepared for voluntary work through a thorough introduction course and continuous upskilling
- Be kept up to date on news from the organization and within the area

We expect the volunteer to:

- Undertake to stay at REDEN INTERNATIONAL for at least 6 months.
- Undertake the duty of confidentiality
- Not use the voluntary work and knowledge of the target group for study purposes or the like.

- As far as possible, participate in the four annual theme meetings
- Adhere to agreements with the permanent employees.
- That you call Reden International as soon as possible in the event of illness.
- That you do not make private arrangements with the women, do not give out your private telephone number and do not become friends on Facebook.

Four annual theme meetings

The four annual joint meetings are intended to bring together the volunteers from Reden Copenhagen, RI and KFUK's Social Work Crisis Center for joint experience exchange and competence development. The meetings must create a space where the volunteers can share ideas, offer feedback and praise and learn new things.

The theme meetings must contain general knowledge about the organization as well as provide the opportunity for internal discussions on specific areas. Furthermore, there will be an opportunity to invite external presenters to qualify the volunteers' knowledge, as well as provide tools for future voluntary work.

It is the central volunteer coordinator who will be responsible for planning the theme meetings. The local volunteer coordinators will supplement with knowledge of which themes and focal points are in demand locally. It will also be the task of the local volunteer coordinators to give information about the theme meeting to their local volunteer group.