

## THE TASKS OF RECEPTION UNIT EMPLOYEES AND VOLUNTEERS

**EMPLOYEES** are in charge of the everyday management of the unit.

The employees are responsible for the following:

- Matters related to the housing and basic services for the asylum-seekers
- The work and study activities for the asylum-seekers
- Healthcare for the asylum-seekers
- Liaison with the authorities

**The employees are responsible for organising and managing volunteer activities.**

The employees ensure that proper orientation, guidance and appreciation is given to the volunteers. They organise and lead debriefings. The employees inform the volunteers about current matters at the centre and ensure continuous communication between employees and volunteers. The employees are encouraged to involve the volunteers in the planning of the asylum-seekers' recreational activities.

**THE VOLUNTEERS** organise activities at the reception unit in their own time. They carry out the activities voluntarily without any payment. In a reception unit, the volunteers are considered visitors. The activities are coordinated by the local Finnish Red Cross branch, which supports volunteers and organises the necessary training for them.

**When establishing a reception unit**, the volunteers can e.g. assemble beds, help with food distribution, and sort donated clothes and goods. They can provide psychosocial support and lead first aid groups or primary care groups. The tasks during the establishment stage can take a few days to a few weeks, depending on the unit.

**After the reception unit has been established**, the volunteers support the asylum seekers' integration in several ways.

The volunteers can do the following, for example:

- Teach Finnish and Swedish, cultural skills, and customs
- Organise recreational activities, such as women's clubs and men's clubs
- Help pupils with homework
- Organise excursions to the surrounding areas
- Help with shopping

**Volunteers cannot replace the work done by professionals or the tasks that form part of the employees' jobs, such as organising meals and cleaning or babysitting.**

### THE VOLUNTEERS ARE ENTITLED TO:

- Participate in the Finnish Red Cross volunteer activities according to their skills, age, and interests
- Receive the training, information, guidance, and support they need to perform their tasks
- Participate in planning and developing the activities
- Have a say in decision-making as a member of the Red Cross
- Work in a safe environment

### THE VOLUNTEERS ARE REQUIRED TO:

- Participate in the orientation and training required for the activities in question
- Commit to the activities within the scope they have agreed upon
- Commit to the confidentiality required for the activities in question and to the rules and practise of the reception unit
- Inform their contact person about any issues and risks they have observed in the activities
- Act according to the values, and goals of the Finnish Red Cross and according to the Fundamental Principles of the Red Cross