

## Refugee Volunteers Become Part of UNHCR's Refugee Support Structure by Sharing Information with Other Refugees in Spain

### Location:

- Madrid
- Barcelona

### Timeframe:

*Pilot:* November 2018 – December 2019

### Contact Person:

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### Become a Volunteer:

To apply, please complete this [Application Form](#) and send it to [espuga@unhcr.org](mailto:espuga@unhcr.org) before the 13<sup>th</sup> September 2019.

### Context:

UNHCR Spain has identified through a mapping exercise and participatory assessments with persons of concern, the need to reinforce integration-related information channels for refugee communities in Spain.

Strong community outreach, two-way communication with refugees and asylum seekers and good information flow between UNHCR and persons of concern are key to facilitate an appropriate protection response. This new model will be implemented as a pilot in urban settings in Spain, where refugees and asylum seekers live dispersed throughout the country and aims to achieve a regular and updated information flow.

### Objective:

Refugee Focal Point Volunteers (RFPVs) will participate in this initiative on a voluntary basis, alongside their work and/or their studies and within their communities. The overall objective is to establish a two-way communication mechanism between UNHCR and persons of concern by passing on useful information to the different refugee communities while promoting and supporting community engagement, resilience and active participation of refugees in the Spanish social, economic and cultural life.

RFPVs will be identified and trained by UNHCR to help promote information structures for refugees conducive to integration. RFPVs will become part of a refugee support structure by sharing information with other refugees and asylum seekers on how to access social services, education and employment opportunities, and helping to bridge the gap between migrant communities, service providers and the local Spanish society.

### **Who will benefit from this initiative?**

1. *Refugee communities* living in Madrid and Barcelona will benefit from this initiative due to an improved knowledge of opportunities and services available to them and an expanded social network.
2. *Refugee Focal Point Volunteers* will benefit from the training received and the knowledge acquired as well as gaining hands-on experience working directly with UNHCR, stakeholders and service providers.
3. *Stakeholders and Service Providers* will benefit by reaching out to the different refugee communities through the RFPV to inform about their programmes and by understanding the main needs of the refugee communities.
4. The *Spanish community* will benefit from a better-integrated refugee population who is able to contribute to the host community by engaging in social and economic opportunities.
5. *UNHCR* will benefit from a direct and regular connection with refugees, which will enable UNHCR to better understand their needs, clearly identify improvement areas in the protection system and its programmatic response in Spain.

### **Duties and Responsibilities of Refugee Focal Point Volunteers**

- Establish regular and stable communication mechanisms with refugees and asylum-seekers in order to gain a better understanding of the refugee population, their concerns and priorities;
- Assist UNHCR in disseminating information on available services and their providers, on the rights and duties of refugees and asylum-seekers in Spain;
- Assist UNHCR in organizing participatory activities and awareness-raising sessions with persons of different age groups, gender and background;
- Assist UNHCR in identifying persons with specific needs or especially vulnerable population among the refugee and asylum-seeking population;
- Promote and support community mobilization for organizing social, cultural and recreational events among refugee and host communities;
- Regularly update and share information related to areas of work, utilizing agreed data collection methods to identify gaps, assess trends and developments;
- Contribute to the planning, monitoring and evaluation of any further community outreach activities.

### **Essential minimum qualifications and experience required**

- Possession of refugee status or subsidiary protection;
- Completion of secondary education;
- Good oral and written communication skills in English and mother tongue;
- Good knowledge of Spanish is an asset;
- Commitment to humanitarian work and volunteerism;
- Ability to work in a multi-cultural environment with sensitivity and respect for diversity;
- Basic computer skills.

**Compensation:** This is a volunteer, non-remunerative service. Volunteers will be provided with non-material incentives, such as ongoing training opportunities, certificates, etc.