

Stay local – Act global: Volunteering at Globalhagen Hostel

ESC Project Information (2024-2025)



Mellemfolkeligt Samvirke (MS) / Action Aid Denmark (AADK) is a non-governmental organization with several not-for-profit enterprises based in Denmark, one of them being Globalhagen Hostel. The project is hosted by the Global Platform Copenhagen Team, AADK (ActionAid Denmark / Mellemfolkeligt Samvirke), which exists to create and maintain socio-economical businesses supporting the work as well as actions of AADK and the youth that lead it. This year the ESC volunteer project will again take place at Globalhagen, and our café, MellemRummet.

About us:

The Global Platform Copenhagen (GPDK) is responsible for our 4 non-profit social enterprises that support AADK in meeting their goals. The businesses are 2 cafés in Copenhagen and Aarhus, the Globalhagen Hostel in Copenhagen, and Globalhagen House in Copenhagen as well.

Besides mobilizing youth through volunteer projects in the cafés and hostel we also run a social mentorship program supporting people who have been outside the labor market for 5 years or more due to unequal structures in society. Every two years the volunteers of all the Global Platform Copenhagen, café MellemRummet and the entire AADK democratically elect a new support project run by one of the ActionAid federation platforms and exchange perspectives on the eligible support project.

Since we opened Globalhagen Hostel in 2015 we have supported projects such as empowering and mobilizing youth in challenged areas in El Salvador and feminist leadership training program in Uganda. The most recent support project was for youth empowerment in Nepal. Our GPDK are run by volunteers, who represent a diverse, activist group of young people, who stand together in solidarity and inclusion regardless of origin, religion, sexuality, and access to privilege. Globalhagen Hostel is part of a worldwide community located in Nørrebro, a vibrant and diverse neighborhood in Copenhagen. We currently have 180+ active volunteers running the cafés and hostel.

We invite our hostel guests to have transformative experiences through sharing stories about our support projects and volunteers, and by hosting political events focusing on inequality, anti-discrimination, and climate justice. We also inspire conscious and sustainable consumerism and are proud to be the only not-for-profit hostel in Copenhagen.

At this point, we have had volunteers from more than 60 countries, and we continuously cooperate with many local and global actors in empowering youth through volunteering opportunities, job training, student jobs, and internships. For 10 years we have been working with people with fewer opportunities - integrating challenged people in our team as interns and volunteers with the scope of improving their skills and chances for (re)entering the labor

market. On January 31 2024, we have finished our ESC project'2023, where 4 volunteers participated and achieved youth pass right after their end of the ESC volunteer duration. For the year of 2024-2025 we are looking for four new ESC volunteers for 6 months. This year the ESC program will run by the new hostel coordinator of Globalhagen team. Besides, Majken Kjaby will also support as an Administrator for the ESC project.

Location: Copenhagen, Denmark.

Duration:

1st ESC Batch: 11.03.2024-11.09.2024

2nd ESC Batch: 10.09.2024- 10.03.2025.

Working Hours: 37 hours per week.

Contact Information: Farhana Kaniz Sharna,

Hostel Coordinator Email: fks@ms.dk

Description of ESC Activities:

1. Globalhagen Hostel Reception Management.
2. Café MellemRummet Daily Operational Management.
3. Personal Project Management Aligned with the Globalhagen Hostel and Café MellemRummet.
4. Participate in Training Activities

Globalhagen Hostel Reception Management



The activity plan for participants directly supporting the hostels is divided between working on Globalhagen hostel's reception and back office and supporting the coordinator of the hostel in daily and ad hoc tasks that are required for the hostel to run efficiently. These will be further described here:

- **Hostel Reception** → the tasks here involve 6 hours long reception shifts which will take place between 8.30 and 21.30. The participant here will have a daily task schedule to follow, which will include preparing for arrivals, tidying up, and being present to provide an excellent experience to guests staying at the hostel. The activity here is designed for the participant to meet their customer base, and to spread the message of equality for a behavioral change to occur among our participants. Each ESC

participants will have 4 reception shifts including 2 weekend reception shifts. There will be a fixed schedule for all 4 ESC participants for 6 months long.

- **Hostel administration** → tasks here involve working in the back office of the hostel and learning from mentor with hostel administrative tasks. Each ESC volunteer will have 5 hours a week to work with hostel administration.
- **Service management** → the tasks here revolve around guests and their experiences regarding their stay, as well as the spreading of mindfulness regarding the messages that the project is aiming to address. This can include the making of memorable events and experiences, and keeping guests updated on events and happenings around the project and surrounding area. Lastly, the task addresses the analysis of guest reviews and the implementation of changes that could help resolve some of the issues identified. This task is aligned with daily hostel reception tasks.
- **Collective Participation** → the ESC participants will partake in team meetings, MS house meeting and the gathering of volunteers within the project. The weekly team meeting (Every Tuesday) will be held for maximum 1 hour. The MS house meeting (1hour) will take place every 2nd week of every month.
- **Social Media Management** → the participants here will learn to create and effectively post content around the different things happening around the project. ESC participants will lead the social media of the Globalhagen hostel and generate hostel newsletter to share with guests in social media and in the hostel.
- **Ad hoc tasks** → By being a participant here, you must be able to take part in demonstrations around climate change, discrimination, and the fight for equal rights organized by the campaign team of MSDK. Furthermore, the team managing the project is in constant development of new initiatives and smaller projects around, which may require some of your help if extra time is left from the previously mentioned tasks. This can include – helping in the yard with the development of new initiatives, helping with moving small things, helping with the painting of street art on the premises, etc.

Café MellemRummet Daily Operational Management



All ESC participants will receive the café opening and closing shift training. Each ESC volunteer will have 1 café shift per week. Café-shifts involving customer interactions – the participant will be able to learn service skills and how a café is run from the front of the house.

Furthermore:

- ESC participants will participate the café volunteer meeting. The participant will help the coordinator create and optimize the monthly shift plan.
- Creating Café Events and Executing them – the participant will assist the mentor in developing and working on monthly volunteer events surrounding café and hostel.
- One particular ESC participant will work closely with the café coordinator in café's human resource analysis and optimization, including co-conducting interviews with volunteers and suppliers – the participant will support the mentor with analyzing the existing volunteer community within café MellemRummet and provide their inputs on how the volunteering environment be improved for the future. This task will provide skills in human resource management, teamwork, and critical academic thought processes.
- The ESC participant will assist the café coordinator in administrating the café, with a focus on financial optimization and implementation. This will provide the ESC

participant with analytical skills, as well as accounting, financial and economic analysis skills.

- Active participation in the democratic process (co-hosting meetings, creating minutes of meetings, etc.) along with Café Coordinator.

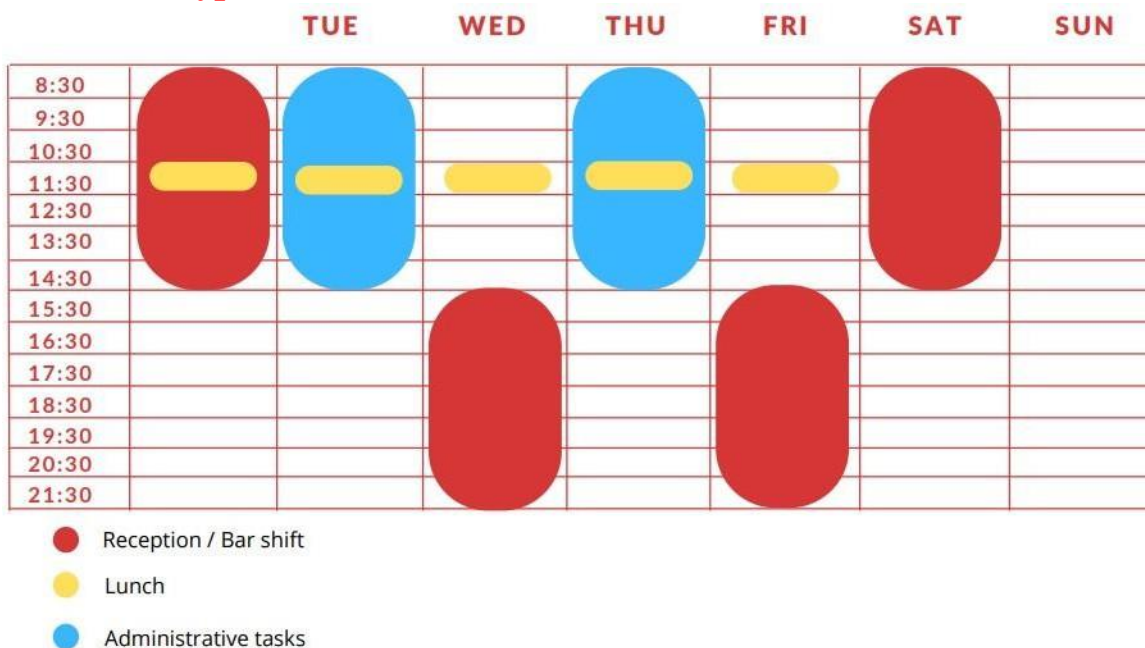
Personal Project Management Aligned with the Globalhagen Hostel and Café Mellemrummet

- Each ESC volunteer will use 2 hours every week to work on their personal project coordinating the hostel and café coordinator.

Participate in Training Activities

- Globalhagen hostel will organize orientation program and educational training for the ESC volunteers in the 1st phase of the ESC project initiation.
- Every 3rd week of the month ESC volunteer will participate in ESC Monthly Reflections sessions (Duration: 45 minutes)

What Does a Typical Workweek Look Like?



Pre-Arrival Information

To prepare you before arrival, you will receive a video introduction to the organization and the team, to explain who we are and how we work. Short intro video to Globalhagen Hostel:

<https://www.youtube.com/watch?v=lmCfK1UiLhI>

You will also receive an info-kit with a developed introduction and information on practical issues such as working tasks, conditions, pocket money, visa requirements, expectations (what is expected of the participant and what can the participant expect from us), contact persons, conflict prevention, crisis management plan, and project description. Moreover, you will have an online meeting with the project coordinator and mentor, as well as the partner organization, before their arrival.

Description of Accommodation and Food

Accommodation:

The participants will be placed in dorms of 2 people. The dorms in question are mixed as we here at the hostel believe and support no distinction of gender and promote equality. The rooms are only occupied by volunteers, at the project by the ESC only. The participants will be accommodated



in our hostel, sharing a room only with the ESC volunteers on the project. We have great experience having volunteers living at the hostel, as it's easy to integrate both into the team and the existing volunteer community.

Accommodation Inspection: there will be cleaning inspection from the hostel admin in every 2 weeks in the ESC accommodated space.

The location is central, and the participant has all of Copenhagen available within walking

distance, which gives them a great sense of localness and belonging. Furthermore, the volunteer is covered by our organization's insurance throughout the whole stay. There are 3 bicycles only for ESC volunteers to use and shared among themselves.

Kitchen Facilities and Food:

The volunteers will have access to designated volunteer kitchen, with all the utensils they might need to cook meals for themselves. Food storage is also possible in the terms of a fridge. The cleaning of the kitchen is left to the volunteers staying at the project, which is conducted using a schedule to keep their own space clean and operational. The volunteers will be provided a Monthly budget for Food, in addition to their allowance, which they will be able to use to make their meals throughout their stay. ESC volunteers can get lunch only during organizational opening days.

Bathroom Facilities:

Bathroom facilities are that of the hostel, which is shared among the ESC volunteers and 2 Hostel Night Managers Only. Each is cleaned by a cleaning company every morning.

Description of Location and Leisure

The location is near the very center of the city of Copenhagen, 2021 rated the best and trendiest district in the world Nørrebro. The project is placed next to the district's famous lakes, where a non-profit hostel and cafe are located where the activities shall take place.

The participants will receive 2 days of vacation per month, which they can use when they see fit. Additionally, to this, the participants will be guaranteed 2 days off work every week, where they are can explore the vibrant city of Copenhagen.



At the project, there are also many opportunities to attend events and gatherings of volunteers. The community at the place is very diverse and vibrant, which creates a space where everyone can fit in.

Practical Arrangements

Working hours: 37 hours per week Monday to Sunday.

In other words; 5 working days and 2 days off during the week Insurance:

The volunteer is covered by our organization's insurance throughout the whole stay. Safety and protection for the volunteer are provided by our entire community and organization, supported closely by the project coordinator and mentor who has developed a crisis management plan, which ensures safety and protection prior to before and after the project in cooperation with the partner organization.

Application Process and Specific Requirements

To apply for this position, you must apply through the ESC portal by registering as a young person and creating your own profile. Let us know if you need any help :)

N.B. ESC project candidates must need to share if there is any crucial information the host organization should know beforehand.

Use the following link:

https://youth.europa.eu/solidarity_en

You will need a sending organization to apply for this program. The organization will prepare you for the trip and be administratively responsible for you. Please contact us if you cannot find a local organization that is involved in the ECS program. When you apply, you must provide a CV and motivational letter directly to us. Also mention which timeline you are interested to participate during the project.

Profile of the Volunteer

To be considered for this position, you must be a **social individual**, and you must be

comfortable with communicating in **English**, as it is the common language at the workplace. The volunteer must be **at least 20 years** old due to Danish laws concerning money handling and serving alcoholic beverages.

You must be **motivated** to be a part of our organization and **interested in being around people of different nationalities, religions believe, and educational and professional backgrounds**. As a volunteer, you must respect fellow volunteer and maintain non-violent communication techniques. You should be **proactive** and open to involving yourself in several activities, as well as cooperating with the Globalhagen staff.

You also need to agree with our philosophy of **equality and openness to differences**. In the spirit of ESC, we only take volunteers with a background of fewer opportunities. The activities in the project and our capacity and experience embrace young people with fewer opportunities due to their geographical-, social and economic obstacles and educational-and cultural difficulties. We find it important to always include our volunteers fully in our community, for example with community events and team meetings where decisions are made in an open, participatory and respectful manner.

We identify fewer opportunities as:

Geographical obstacles: related to people from remote or rural areas; people living in small islands or in peripheral regions; people from urban problem zones; people from less serviced areas (limited public transport, poor facilities)

Social obstacles: associated with people facing discrimination because of gender, age, ethnicity, religion, sexual orientation, disability,

Economic obstacles: associated with people with a low standard of living, low income, dependence on the social welfare system or homelessness; young people in long-term unemployment or poverty; people in debt or with financial problems.

Educational difficulties: associated with young people with learning difficulties; early school-leavers; young people with poor school performance.

Cultural differences: related to immigrants or refugees or descendants from immigrant or refugee families; people belonging to a national or ethnic minority; people with linguistic adaptation and cultural inclusion difficulties.

Travel Info

Nearest Airport: Copenhagen Airport (CPH) Nearest Terminal: Nørreport Train/Bus Station.

Directions to Globalhagen:

We do not recommend arriving at other airports than Copenhagen Kastrup Airport, as the workplace is in the city center. If you arrive at Copenhagen Kastrup Airport within normal work hours, we can pick you up. Please coordinate your arrival with us in good time, so that we can be there in good time to receive you or not. If you arrive during the weekend or in the evening, then it is very simple to travel from the airport to MS headquarters.

We have provided you with a small guide:

When you leave baggage claim and walk into the airport, you should go straight through the arrival hall, while following the signs towards the metro. The metro is the easiest way to reach the headquarters and runs every 6 minutes. When you arrive on the platform, you take the M2 Metro towards Vanløse st. This metro will take you to Nørreport st, where you will get out. This part of the journey is 9 stops and 15 min. When you arrive at Nørreport st, you have the following options.

You can walk to our headquarters. It's about one kilometer and takes you past the beautiful lakes of Copenhagen. To walk, you must do the following. Start by locating Frederiksborggade. It's a very big street where you will also find two metro elevators. Walk straight down this road, cross the big bridge by the lakes, and continue straight, until you see Fælledvej on your right.

Our headquarters is on Fælledvej, and you will see the sign Mellempfolkeligt Samvirke on the right side, about 200 meters down the street. You can also take the bus. The bus that passes our headquarters is called 5C towards Husum Torv. You should get off after 2 stops on Ravnsborggade. When you get off the bus, walk in the opposite direction of the lakes. Walk straight till you reach Fælledvej on your right.

When you arrive at the metro area, you must look for a red ticket machine. Here you can buy



your ticket to the headquarters. If you wish to walk, you can just buy your ticket to Nørreport st.

If you wish to take the bus, then buy the ticket for Ravnsborggade.

N.B. Keep all the bills with you.