

Outreach Volunteers Terms of Reference (TOR)

Overview

Each Outreach Volunteer (OV) will cover a certain number of individuals and families in one neighbourhood or community. The size of the area to be covered by each OV will be determined by the UNHCR CBP Team of each Provincial Office, in consultations with their CBP partner/s.

Roles

- To hold household groups / community meetings
- To disseminate information to the community through awareness raising sessions on information packets, which will include relevant contact numbers
- To conduct household visits
- To visit individuals and families to identify persons at-risk or extremely vulnerable persons.
- To provide psychosocial first aid (basic counselling) to persons in need
- To monitor the protection related activities with the support of a supervisor
- To use the service directory to inform the community about available services in their area; the OV can also provide information to UNHCR/partner about the services which are available in their area and are not included in the directory so that the directory can be updated.
- To share outcomes of the community meetings, household visits and other meetings with their relevant supervisors
- To provide feedback to the community on planning and interventions
- Targeting Afghan refugee households within your community
- To capitalize, strengthen and expand their existing relationship with the community members

Responsibilities

- To follow the code of conduct
- To ensure inclusion and participation of all community members in Outreach Volunteer interventions
- To do no harm
- To have a non-discriminatory attitude with persons in the community
- To have clarity of my own limits as an Outreach Volunteer
- Report regularly to my supervisors for weekly actions plans
- To follow-up on the developed action plans
- To be equipped with relevant knowledge
- To be self-aware
- To maintain confidentiality at all stages of her/his work as an Outreach Volunteer
- To ensure inclusion and participation of all community members in OV interventions

- To report to her/his supervisor on weekly basis

Code of conduct

The Outreach Volunteer will be required to sign the CoC and take a personal pledge to adhere to it in letter and spirit.

Minimum Knowledge and Skills

- Holder of a valid POR or refugee card or an Asylum certificate issued by UNHCR
- Experience volunteering in community
- Good communication skills and non-judgmental attitude
- Open-mindedness to treat persons from all ages, genders, ethnicities, social and economic backgrounds, abilities with respect, dignity and equality
- Personal commitment, motivation and interest in the role
- Availability to give adequate time to this role
- Ability to speak language(s) spoken in the community

Desirable Knowledge and Skills

- Minimum four years of schooling or higher
- Reading and writing skills in Dari, Pashtu and/or Urdu
- Ability to speak Urdu
- Basic computer skills