



Holder of the document

SURNAME(S) * Mrázková	FIRST NAME(S) * Karolína	ADDRESS Na Pěšince 234 123 00 Praha Česká republika
DATE OF BIRTH 01 12 1998 dd mm yyyy	NATIONALITY CZ	

Sending partner

NAME AND ADDRESS * Český červený kříž, Ústřední krizový tým Rozdělovská 2467/63 169 00 Praha 6 Česká republika	ELECTRONIC SIGNATURE
SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR Josef Kříž	TELEPHONE +420 777 531 244
TITLE/POSITION Leader of a humanitarian unit	E-MAIL josef.kriz@czrcross.com

Host partner

NAME AND ADDRESS * Österreichisches Rotes Kreuz, Landesverband Wien Nottendorfer Gasse 21 1030 Wien Österreich	ELECTRONIC SIGNATURE
SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR Alexander Kreuz	TELEPHONE +43 922 355 889
TITLE/POSITION Leader of a refugee center	E-MAIL alex.kreuz@aurcross.com

Title of volunteering activity:

AIM OF THE ACTIVITY

Working with refugees - activities of a humanitarian unit

DURATION OF THE MOBILITY

FROM:
01 | 02 | 2019
dd mm yyyy

TO:
31 | 08 | 2019
dd mm yyyy

LENGTH OF THE MOBILITY

7 months

* Headings marked with an asterisk are mandatory.

Skills acquired during the voluntary activity

ACTIVITIES/TASKS CARRIED OUT *

Carrying out activities of a humanitarian unit in Stadthalle refugee center, Red Cross, Vienna
Providing overall care for refugees, coordinating volunteers, providing child care, providing psychosocial support in English

JOB-RELATED SKILLS

Keeping records of all accommodated persons
Keeping accommodation register and identification bands
Completing information board
Monitoring the situation in the refugee center, conducting interviews with refugees in order to elicit their needs
Regular ordering of breakfasts, lunches and dinners (24 hours in advance)
Organizing volunteers outside the Red Cross for activities for children, planning, preparing, presenting and hosting programs
Providing psychosocial support in English, providing information, meeting needs of refugees, providing contacts

LANGUAGE SKILLS

Developing language and communication skills in English (level B2) and German (A2), fostering fluency in both languages, ability to use terminology in following situations: registering newcomers, communicating with accommodated persons, eliciting their needs, providing support, information and contacts
Communication with volunteers, ensuring their coordination, presenting and hosting the program
Communication with colleagues from Wiener Rotes Kreuz, creating time schedules, ensuring communication with providers of other services

COMPUTER SKILLS

Knowledge of software used at the reception desk at the refugee center, using spreadsheets and electronic mail

ORGANISATIONAL / MANAGERIAL SKILLS

Coordination and organization of external volunteers, time planning, schedule preparation, regular ordering of services

COMMUNICATION SKILLS

Ability to communicate with people with different cultural background and to recognize their needs
Ability to work in mentally demanding and time-consuming situations
Ability to adapt to challenging conditions and to life in a secluded environment

OTHER SKILLS

High mental stability, social sensitivity, willingness to work whenever needed

DATE *

31 | 08 | 2019
dd | mm | yyyy

ELECTRONIC SIGNATURE OF THE
REFERENCE PERSON/MENTOR

* Headings marked with an asterisk are mandatory.