

# ★ Super Mentors of European volunteers ★

Personal support

Integration into local community

Learning support

Mediation in case of conflict



**KNOWLEDGE**  
 International volunteering  
 Local environment  
 Non-formal education  
 Tools and methods of reflection



**ATTITUDES**  
 Supportive  
 Open minded  
 Respectful  
 Motivated  
 Patient  
 Creative  
 Available  
 Reliable  
 Passionate  
 Empathetic



**SKILLS**  
 Communication  
 Intercultural sensitivity  
 Learning assessment  
 Mediation  
 Facilitation

## RESPONSIBILITIES

- Get familiar with activities of host organisation.
- Learn about the project objectives.
- Establish contact with a volunteer.
- Identify a volunteer's needs and expectations.
- Provide information about local community.
- Help a volunteer to know what to bring.
- Remain in touch with the host organisation.
- Learn about preparations of a volunteer.

BEFORE

- Welcome a volunteer.
- Help a volunteer to integrate to local community.
- Encourage a volunteer to learn local language.
- Support a volunteer in learning process.
- Allow a volunteer to see wider picture of own project.
- Guide a volunteer to recognise achievements of the project.
- Learn about contents of on-arrival and mid-term seminars.
- Mediate between a volunteer and host organisation.
- Provide social, cultural and emotional support to a volunteer.
- Motivate a volunteer for further developments.
- Help to create supportive and trustful relations.

DURING

- Support a volunteer to reflect on outcomes of own project.
- Help a volunteer to receive YouthPass.
- Support a volunteer in reintegration back home.

AFTER

