



# Volunteer Vacancy: Admissions Support

Opening Date: 29/08/2024

**Location:** Athens, Greece

**Volunteer Status:** Full-time / Part-time

**Starting Date:** 30/09/2024 (Rolling)

**Duration:** Minimum 6 weeks

## About Better Days

Better Days was founded in January 2016 in response to the influx of refugees in Lesvos, Greece. Our first project was the Olive Grove, an unofficial camp adjacent to Moria camp that supported the needs of thousands of people passing through Lesvos. During its first six months of operation, Better Days and its partners provided aid (medical, food, shelter, and non-food items) to approximately 70,000 people. Since the 'Olive Grove' project, Better Days has implemented more than ten projects providing services, including legal aid, recreational activities, non-formal education, and counselling support.

Today, we focus on providing an integrated approach to education through educational and psychosocial support services for displaced young people to enhance their opportunities for personal development, academic growth, and independence. Our new Gekko educational centre in Athens, which we launched June 2023, offers access to quality personalized education for displaced young adults (15-24 years old) in a safe, trauma-informed, and dignified learning space.

### Chronology of projects:

- The Olive Grove, 2015-2016: Moria Camp emergency response, sheltering, food & NFI distribution, medical aid.
- Community Support Program, 2015-Ongoing: Financial support for students.
- Elpida Home, 2016-2017: Recreational programming for adults and minors, info point, food and NFI distribution.
- Medical & Legal Intervention Project, Moria Camp, Lesvos, 2016-2017: Medical aid and legal info for vulnerable asylum-seeking adults.
- Gekko Kids, Lesvos 2017-2022: Non-formal educational programs.
- EcoHub, Lesvos, 2017-2020: Sustainable ecological garden with vocational training and ecological literacy for children and adults.
- TAPUAT, Lesvos 2017-2019: Non-formal educational programming, activities for



- minors, child protection, trauma support.
- Gekko X, Lesvos 2019-2020: STEAM curriculum, exhibitions, blended learning, e-learning.
- Central Triage Pharmacy, Moria Camp, Lesvos 2020: Medicine provision, Covid-19 response.
- Socrates, Lesvos 2019-2020: Sports and development, SEL pedagogy, football sessions, trauma support.
- Gekko, Athens 2023-Ongoing: Non-formal educational programs.

## About Gekko

Gekko was conceived by Better Days on Lesvos in May 2017 to challenge existing models of education in emergencies by integrating high-quality education with mental health and psychosocial support services in a dignified, trauma-aware environment. Gekko operations in Lesvos reached optimal capacity in 2019-20 with 915 registered students and 452 psychosocial support sessions. Due to interconnected factors, including COVID-19, the fire that destroyed Moria camp, and the implementation of closed, securitized camps on the islands, we expanded our projects to mainland Greece.

Displaced young people in Athens are in need of services that lie at the heart of Gekko: trauma-aware psychosocial support integrated with high-quality, individualised education. Thus, Gekko in Athens was born. Our summer pilot program (50 students) launched in July 2023 and the full-scale project (120 students) in fall 2023. Gekko offers a safe learning environment for 15-24 year-olds who are experiencing displacement, and serves as a space where they can offload their troubles and fight for their dreams. We aim to reduce the barriers students face and pave the path to quality education and accreditation.

## Working with Better Days

Better Days is a small and dynamic organisation looking to collaborate with people who are passionate about humanitarian work, understand its risks and complexities, and are interested in investing in their role long-term. We are a quality-driven organisation determined to provide grassroots, holistic and effective solutions to support the integration and de-victimization of displaced communities in Europe, focusing on refugee education and empowerment of youth.

Our colleagues come from all over the world, and our official communication language is English. The successful candidate will undergo two induction periods, one for general volunteering, and another for technical knowledge. All the materials related to the duties covered at Gekko shall be provided for the volunteer. The volunteer will receive continuous supervision and support throughout their time with Better Days.

## Role Description

An efficient Admissions Department is essential for the smooth operation of Gekko. The Admissions Team handles welcoming new students, processing course applications, and managing communications with students. The ideal candidate will be highly organized, adaptable, flexible, and proficient in Google Workspace, with excellent communication skills.

## Main Responsibilities

- Application support and info sessions for prospective students
- Conducting daily clerical tasks at the Admissions Desk: answering the front door and main phone line, welcoming students and visitors, logging student communications in the Student Log, monitoring of Admissions hotline.
- Student communications, including scheduling of appointments and communication of class schedules, workshops, etc.
- Induction/orientation of students
- Translation/interpretation where/if applicable
- Support with student outreach activities

## Requirements

- Advanced IT skills (G Suite: Docs, Sheets, Drive, Canva, Slack).
- Essential Fluency in English. Desirable Greek, French, Farsi or Arabic
- Previous volunteer/humanitarian experience is not required but preferred.
- Passionate about working with displaced children and youth.
- A focus on results and quality, strong teamwork and collaboration skills, and flexibility.
- Strong communication and interpersonal skills.
- Ability to work effectively with a diverse student population.
- Commitment to the mission and values of Better Days.

## How to Apply

To apply, send an email to [volunteer@betterdays.ngo](mailto:volunteer@betterdays.ngo) and include the following:

- CV and a motivation letter in English. Candidates who attach their CVs in any other language will not be considered.
- Availability dates.
- Let us know if you would like to be considered for other volunteer opportunities.

Due to excessive workload, only successful candidates who meet the minimum criteria will be contacted.

**Applications closing date: Until the positions are filled.**

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Better Days retains applicants' information and submitted documentation for 6 months. After this period, all data is deleted. For further information on how we handle personal data, please refer to Better Days Privacy Policy, available at our website, or contact [compliance@betterdays.ngo](mailto:compliance@betterdays.ngo) for further inquiries or requests.