



# Cooperation of volunteers and professionals in helping homeless people.

The experience of the volunteers movement «Danilovtsy» and Caritas Russia.

Klyueva Nadezhda and Ivanin Dmitriy  
Moscow 2019



**Caritas of the Archdiocese of the Mother of God in Moscow - is a social service of the Catholic Church in Russia, who carries out various projects for charity and social justice since 1991.**

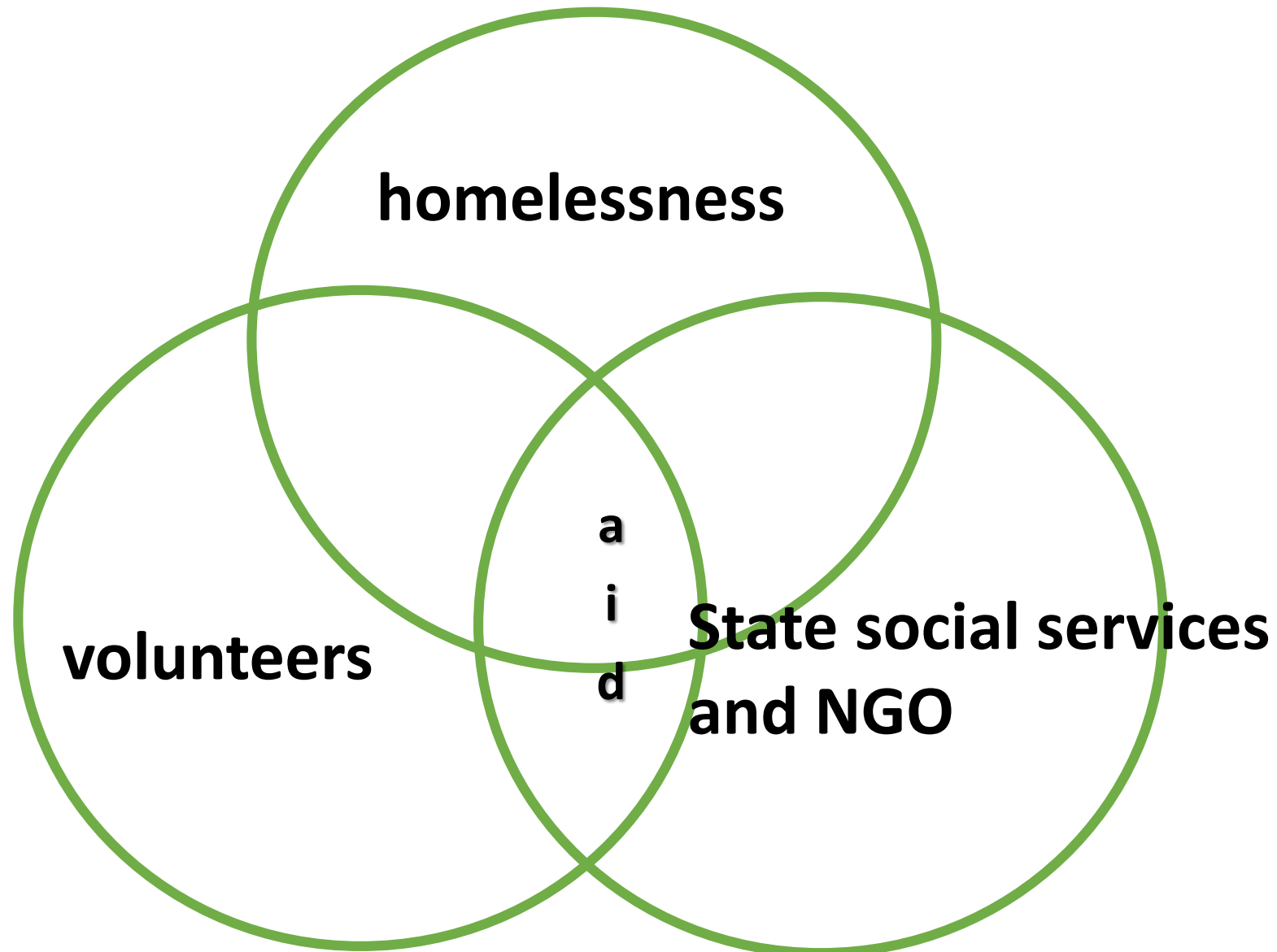
- Wherever we work, we aim for personal development and society in general, and also for changing an unfair social structure.
- We are guided by spiritual and moral beliefs to help every person to realize his potential and to build relationships based on the mutual respect, the way, that he would have a possibility to control and improve his living standards.
- We build our work on coherent interlinkages among the suffering relief, rehabilitation and development.
- A unique team of social workers, psychologists - employees and volunteers.



**Danilovcy** – volunteers movement, born in Orthodox Church, aims assisting the implementation of youth initiatives in social volunteering through the organization, support and development of volunteer groups.

- 11 years in development of system social volunteering;
- 20 volunteer groups operating in the weekly mode;
- System of recruitment, training, and support of volunteers;
- The system of creation, support and development of volunteer groups at social institutions;
- School of social volunteering for volunteers and NGOs;
- Methodical work, studying the experience of social volunteering, publishing articles, videos, books.

**Understand how the cooperation should be organized.**





# Volunteer motivation

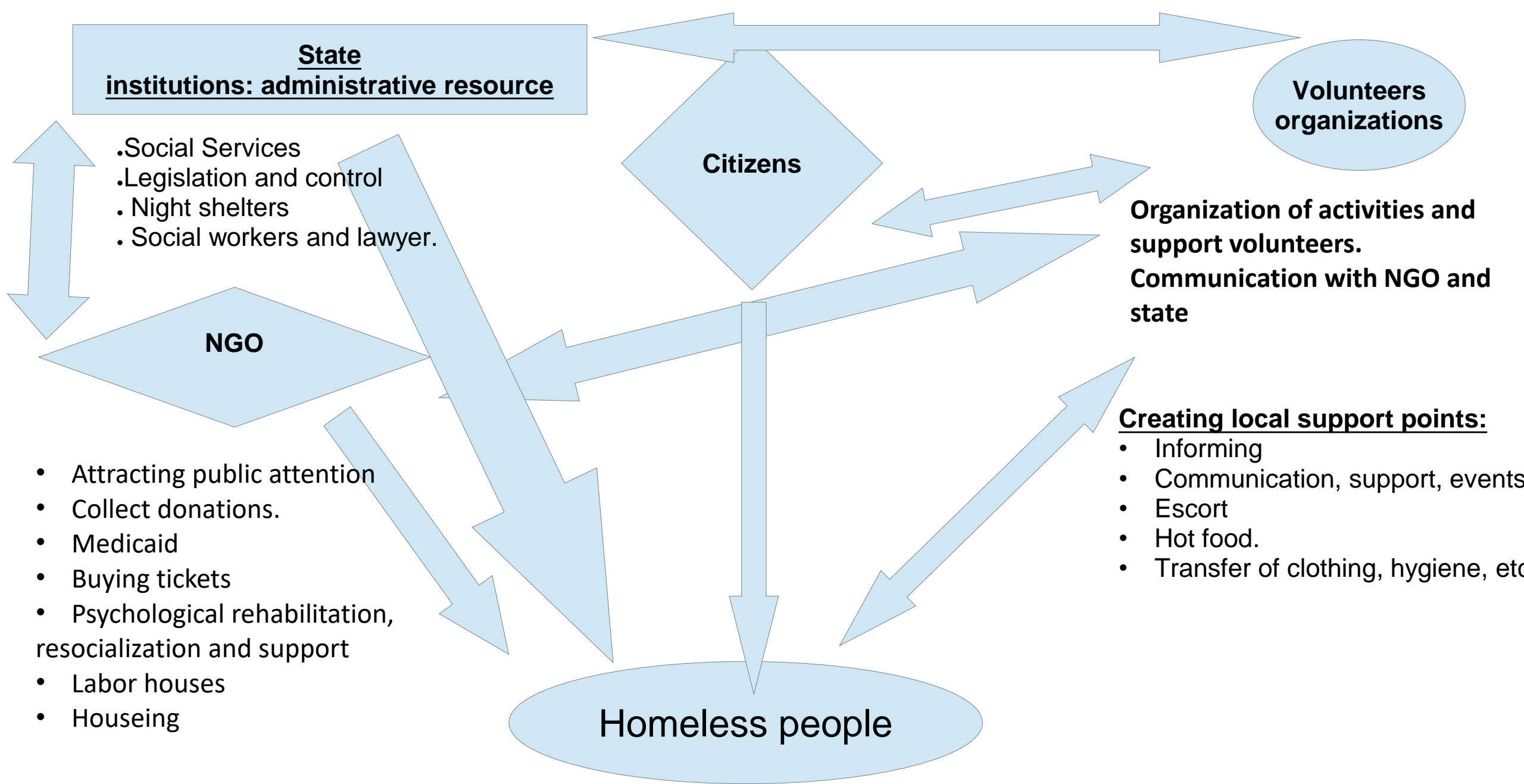
- Determined by free will to good
- Depends on the personal attitude to the case itself,
- Depends on own forces, skills, time, etc.
- Depends on the understanding of the result
- Depends on relationships with managers and colleagues

# Volunteer`s image of his activity:

Volunteering is:

- Living dialogue space where there are no uncomfortable questions;
- A sense of the importance of their opinions, experiences and their real life;
- Meeting "for real";
- Creation and participation in the creative space, where everyone can grow and develop in friendly acceptance;
- The ability (with children) to see the possibilities of choice in important situations of life;
- The ability to do the good we want ...







# What do the homeless people need?

1. In **professional services** - at the expense of the state and at the expense of professional charitable programs.

Volunteers in this case are unqualified assistants. There is a lack of space to realize yourself. They have to carry out orders and solve problems they are not touched – low motivation and need to be well organized.

2. In **human relations**, care, attention and simple everyday “services” that are not satisfied with professionals: in walks, communication, creativity, games ... These are clear and easy tasks with lot of creativity, energy and self-organization.

**Social volunteering is most effective as an addition to the existing social and medical system, not in the exact professional field, but supporting area, the area of improving the people quality of living.**



The most frequent  
volunteer tasks:

- Distributing of food.
- Reception and sorting of clothes.
- Medicaid, haircut.
- Accompanying in social services.
- Search for vacancies.
- Attracting social attention.

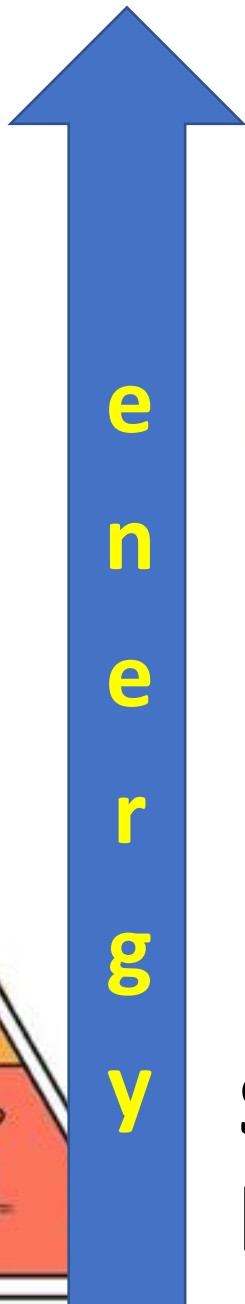
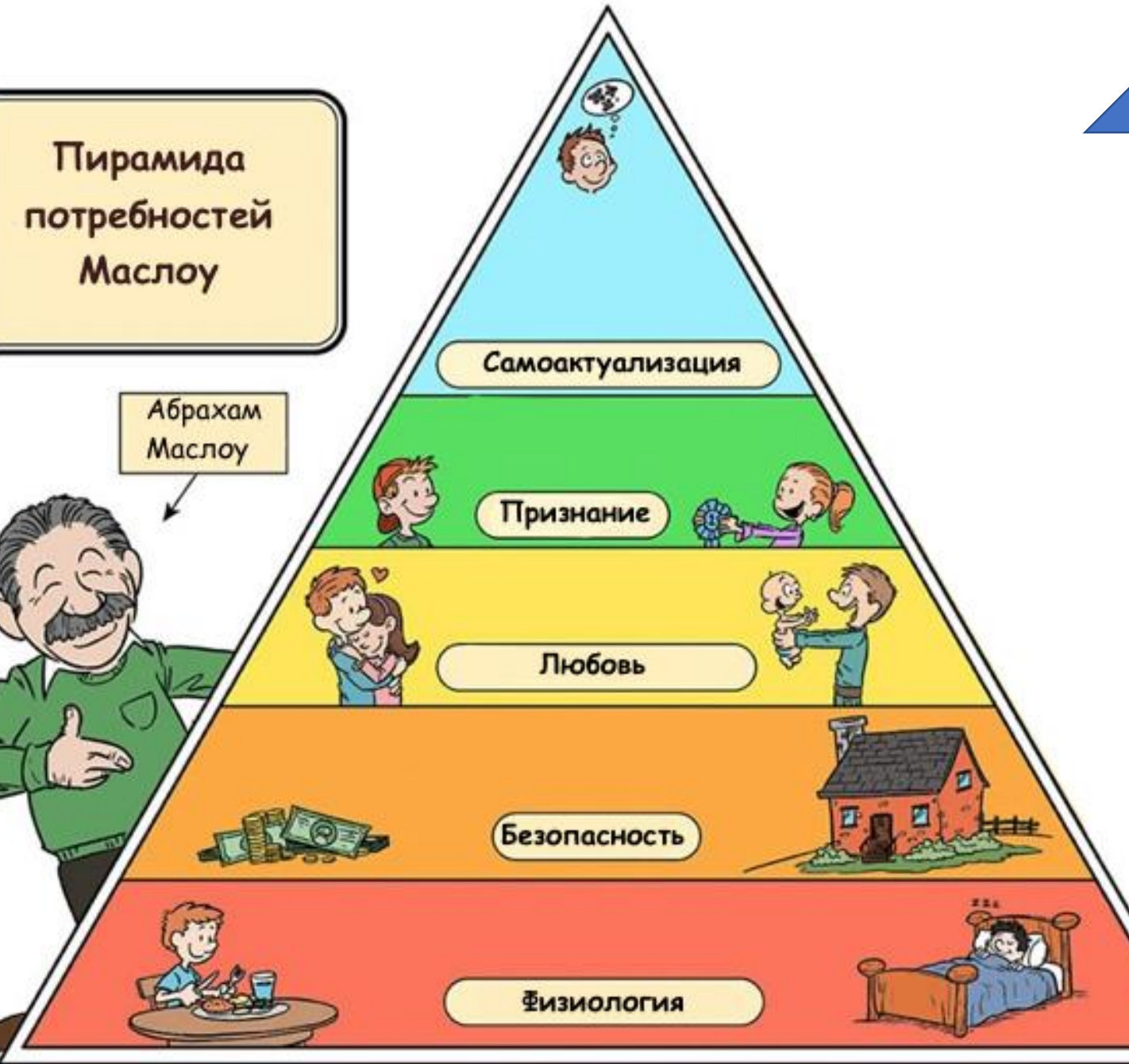
However, the area in which volunteers can be most effective is the creation of a new social environment.



Support and communication can be a task and a major resource of volunteers, they could be those, who give strength to live, return hope, destroy the social barrier that interferes the internal readiness to return into the society. Through the communication the social communication skills could be restored, and long-term support to prevent disruptions could be organized.

Пирамида  
потребностей  
Маслоу

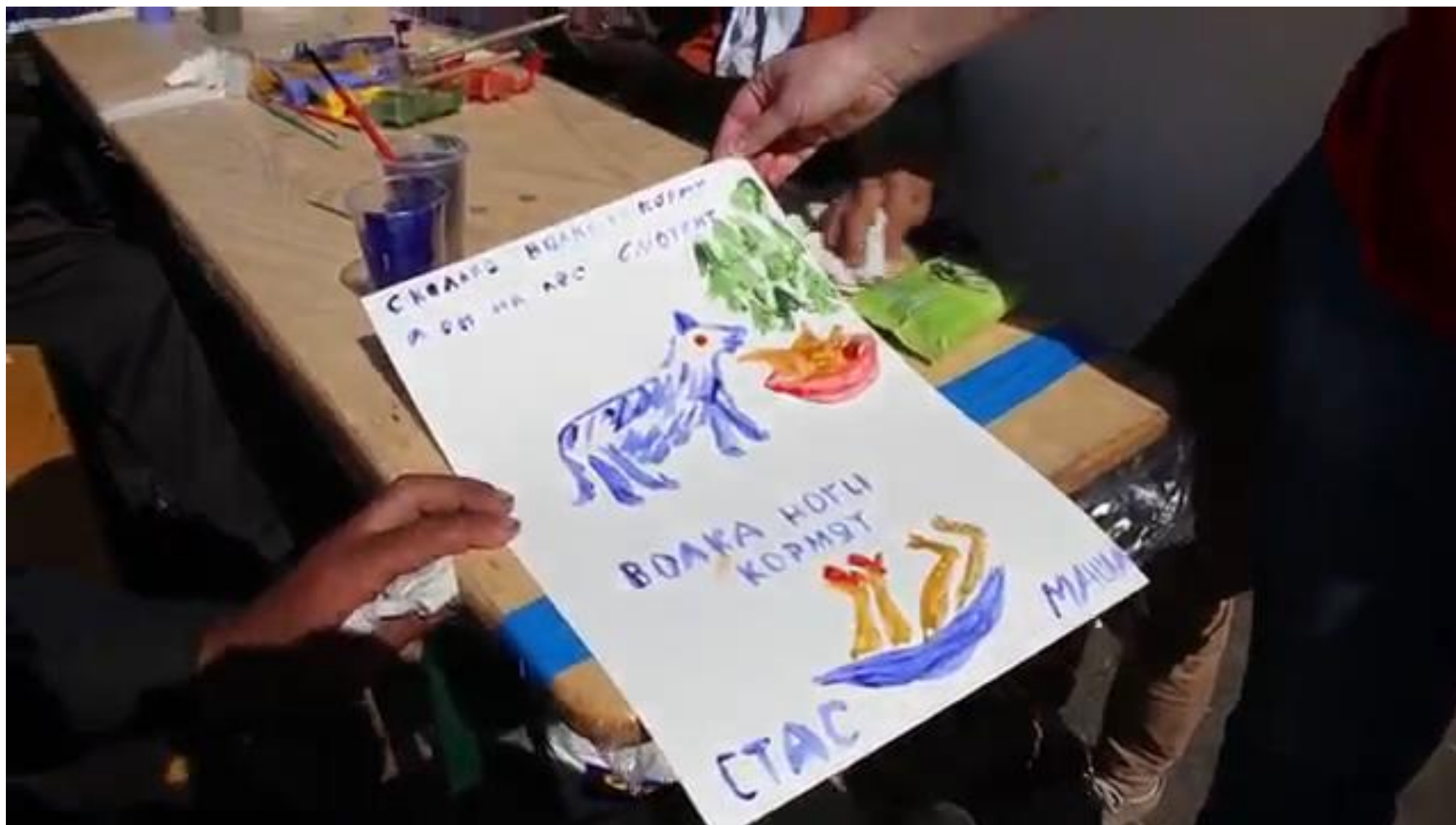
Абрахам  
Маслоу



Living the life

Suffering the  
life

# Festival of solidarity



# Inclusive model of social support for people in difficult life situation.



# In January 2019 a «Day Center» opened in Moscow.

5 days a week for activities organized by professionals with participation of volunteers and 2 days days for activities organized by volunteers with participation of professionals :)

What do we do?

- Creating a safe place, available for any person in situation of homelessness
- Consulting on documents questions and redirecting to our partners
- Supporting people individually
- Opening communicative groups: communicating in our lives, choosing a life path and master-classes on job employment, leading field groups
- Volunteers school
- Space for volunteers activities and food preparation.
- Steamed a 24h “in craving” hotline



## Professional help activities:

**Individual consultation** - is a single with a case manager / orientation specialist / specialist of building a working path on a particular question for a person, who came the first time.

Goal: to coordinate a person on a specific question, give information, redirect to a different organization.

**Individual psychological consultation** - is a 55 minute session with a psychologist / volunteer psychologist.

Goal: solution of a personal problem for a person in situation of homelessness, search for resources for life arrangement

## Volunteers activities in support of professional help:

**Groups of communication and support** - is a meeting, which participants in proses of communication with each other and completing creative tasks and exercises, explore themselves and their difficulties, while the host helps to understand and to find the solutions. Groups and consultations were held in «Day Center», in government Centers of Social Adaptation, in our partnering centers

Goal: development of the communicative skills, disclosure of individual meanings, motivations and building a live path for people in situation of homelessness.

**Leisure and free communication.**

Goal: overcoming social exclusion, build a bridge with a “Day center”, promote trust and motivation for professional help.



# Pancake week together





# The project «School of Volunteers» was created in 2018 for education and to train to work as volunteers.

The «Volunteer School» provides an opportunity to get practical skills directly on acting groups. The opportunity to visit the group of communication as a participant and then a co-leader. Upon graduation, this is an opportunity to lead the group as a leader. You can study at a school volunteer online.



**107 volunteers involved in the program**



**22 lessons were held in the «Volunteer School»**



**11 volunteers in groups of sharing and support**



**44 volunteers took part in the outreach**

# What does our experience say?

- ✓ **The main source of volunteer power is internal motivation, something that has matured in the heart of a person, his good dream, which requires embodiment.**
- ✓ **No motivation and motivators external to the volunteer can give so much strength, constancy and responsibility.**
- ✓ **Responsibility in volunteering can be taken only personally and freely by the volunteer himself, then it is effective.**

# What does our experience say?

- ✓ Unlike paid work, volunteering is between the volunteer and those to whom he gives his time and his work. The organizer of volunteer work is beyond the meaning and motivation of the volunteer.
- ✓ Responsible, stable, regular volunteering is a serious social technology that requires qualifications of the organizers and serious resources.
- ✓ NGOs can offer two things to volunteers: “the idea” (“goal”, “meaning”) and the management of volunteers, what need much attention and efforts from NGO and sometimes completely out of its main goals. Volunteering is not a free labor; not just a saving money issue;
- ✓ Volunteer programs in NGOs depend of the position of the management, ready (or unprepared) to invest in technology. If there is no readiness, then volunteering will be at the level of free labor at events.

# **Main management tasks in organizing volunteers activity**

1. Remove unnecessary responsibility from volunteers, present complex tasks in the form of simple and understandable;
2. Give the necessary knowledge and experience to achieve a result.
3. Include volunteers into the teams where responsibility is distributed, with like-minded people and support;
4. Organize volunteer work, provide resources;
5. Help volunteers to achieve and to see the result (in the context of the goals and the mission of the organization);
6. Provide help and support to volunteers.
7. Offer leisure and informal communication.

# What does our experience say?

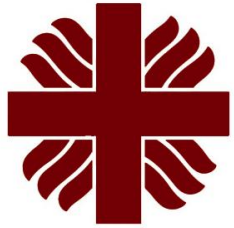
- ✓ The best way of cooperation is to organize volunteers activities in support of professional help, not in the exact professional field, but supporting area of improving the people quality of living.
- ✓ . However, the area in which volunteers can be most effective is the creation of a new social environment.
- ✓ Support and communication can be a main task and a major resource of volunteers, they could be those, who give strength to live, return hope, destroy the social barrier that interferes the internal readiness to return into the society.
- ✓ Through the communication the social communication skills could be restored, and long-term support to prevent disruptions could be organized.

# Summer camp « You are not alone»

Летний палаточный  
лагерь в Ступино

**ТЫ НЕ ОДИН**

# Thank you for attention.



**Klyueva Nadezhda**

[caritas-russia.ru](http://caritas-russia.ru)

[office@caritas-russia.ru](mailto:office@caritas-russia.ru)

[facebook.com/caritasrussia](https://facebook.com/caritasrussia)



**Ivanin Dmitriy**

[danilovcy.ru](http://danilovcy.ru)

(499) 788-73-87

[info@danilovcy.ru](mailto:info@danilovcy.ru)

[facebook.com/danilovcy](https://facebook.com/danilovcy)