





HFC  
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## ***WELCOME NOTE***

Dear **Volunteer**,

"Hope For Children" CRC Policy Center has a vision: the world as a safe and joyful place for children, a place where they can improve while playing, being supported by their families and the society in general and play an active part in decision making – especially on matters concerning their lives. But to make this vision become a reality, we need everyone's help. If you share our vision, we are waiting for you to join our growing team.

You must be very excited for considering to participate in an ESC project in Cyprus, and particularly at **the "Hope For Children" CRC Policy Center**, as you will have the chance to experience a new culture, learn a new language and probably living in a warmer climate.

We hope that this info pack will contribute to your understanding of our ESC vacancy and that it will give you useful information about our Organisation and the environment we offer to our volunteers.

Please, read it carefully and don't hesitate to contact us, in case of any doubt or for further information.

We are looking forward to meet you!

**Joseph Varughese**

Director-General



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"Hope For Children" CRC Policy Center

## Structure<sup>1</sup>

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<sup>1</sup> NOTE: This document is for information purposes only (and it may be subject to changes). For more detailed information, the ESC volunteer will have to read the Activity Agreement once the project is approved by the Cypriot National Agency.



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## 1. About *ESC*

The European Solidarity Corps is the new European Union initiative which creates opportunities for young people to volunteer or work in projects in their own country or abroad that benefit communities and people around Europe.

ESC provides young people aged 18-30 a real life experience with an opportunity to express personal commitment through full-time voluntary activities in a foreign country within or beyond the borders of the European Union.

Volunteering is considered as a non-formal learning experience for the reason that it aims to enhance the skills, competences and the active participation of young people.

At the same time, you can develop social and personal skills like the sense of solidarity which is also one of the core and founding principles of the European Union. Thus, the European Commission hold a durable commitment to support volunteering and mobility opportunities for young people across and beyond Europe.

## 2. About *Us*

*"Hope For Children" CRC Policy Center* is an International, Humanitarian and Independent Institution based in Nicosia, Cyprus. Our Institution is established on standards and principles of the UN Convention on the Rights of the Child and European Union Law.

It works on humanitarian and development policy relevant to the defence and promotion of children's rights. It does so through research, grassroots program design and implementation and advisory services offered to governments and international organizations. Our vision is to contribute to the protection and promotion of rights of the child and to support the active participation of youth in society.



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### 3. About the *Youth for HOPE, Research and Development Division*

The main theme of the project is "Children's rights" as well as associate challenging issues and implications for practice such as social or cultural discrimination, gender-based violence, sexual abuse, bullying, missing children, children on the move, and other phenomena that challenge the implementation of children's rights. The general aim of the ESC programme is to foster mutual understanding amongst diverse young people, promote tolerance and acceptance and develop transferable skills in the field of children's rights at the level of research and designing concrete initiatives.

There are 7 open positions for the organisation, 4 positions at the Humanitarian Division<sup>2</sup> and 3 under the Research and Development Division. The project in envision to start on 15 of October 2019 and last for 12 months. Additionally, there will be an APV scheduled one month ahead in September 2019.

Division	Department/Unit				Available position	Total
<b>Research and Development Division</b>	Education, Awareness & Capacity Building Unit	Justice & Fundamental Rights Unit	Migration & Integration Unit		1/unit	3

The **specific objectives** of the project are to:

- \* Foster understanding of social issues that youth and children face daily in their family and social interactions that can affect their rights;
- \* Promote and raise awareness on increasing demanding subjects (like gender based violence, sexual abuse and bullying) through field and desk research and practical activities;
- \* Develop key transferable skills to the participants, i.e., specialized to the field work: proposal writing, research and evaluation methods, fundraising skills and

<sup>2</sup> The present Info Pack presents details on the position open at the Research and Development Division.



social like social competences, sense of initiative, language and communication skills

\* Develop solidarity and promote acceptance among young people, promoting social cohesion in the European Union;

\* Develop understanding of the European and international social issues related to children's rights;

\* Promote participation amongst youth and the sense of initiative on a cause they believe in.

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## Structure of the ESC program

For or the present application HFC will apply an ESC framework envisioning a volunteer-centered program for personal and professional development within the Research & Development Department. The framework will enable the volunteers to be exposed and involved in an inter-cultural learning experience within a non-formal education environment by developing an individual learner's plan. "Hope For Children" CRC Policy Center believes that passionate but also trained volunteers have a stronger potential to influence and create an impact on the target groups and the society.

Within this frame, the ESC volunteers will be receiving support, information and recognition for their work in specialized departments:

**A. INITIATION PHASE** - for the first 1 month the ESC volunteers will pass through an initiation phase with both the departments of the Headquarters, HQ, (the Research & Development Department and the Communication and Fundraising Department) receiving diverse responsibilities to enable the volunteers to adapt to the work environment, the organizational culture and the active projects and present activities. During this phase, the ESC volunteers will benefit from an Initiation Training designed and implemented together by staff and interns from the HQ having the potential to empower both interns and accepted ESC volunteers through the process of sharing knowledge and abilities.

**B. The SPECIALISATION PHASE**, for the remaining 11 months the volunteers will receive exclusively responsibilities within the Research & Development Department. This structure will enable the volunteers to develop specific skills and specialized knowledge and can become reliable support for the staff for more complicated tasks with great complementary value. Additionally, the organization wants to pass on its expertise in non-formal education and support youth initiatives that are in the scope of its mission.



The process of learning for the ESC project "Youth for Hope" has the following interactive structure with great potential to offer knowledge, skills and even expertise.

The structure of the program invites the volunteer to go through a long process of assessment and constant evaluation, rewarding the moments of progress and signposting the situations when the volunteers need assistance to accomplish his/her responsibilities and fulfil their goals.

a) From the pre-selection phase the volunteer is invited to present an idea for a creative personal project s/he would like to develop during the ESC program; this process encourages the volunteer to envision him/herself as an active member of the team even before arriving in Cyprus.

b) After selection has ended, the ESC volunteer is encouraged to develop in the first month of the program 5-20 Learning Goals (according to a Guideline to write learning goals, personal and professional); these goals will act as a personal guide and attitude of accountability for their learning process all the program; the supervisor and the mentor are fully aware of their Learning Goals from the second month and offer their support for implementation.

c) All volunteers will benefit from an Initiation Training in the first two weeks of their program that will enable the volunteers to get acquainted to the policies and procedures of the organisation and future responsibilities.



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d) After one month, the volunteers will present to the Director of the Research Development Division a Personal Creative Project/initiative they would like to develop in the next 11 months; the volunteers will receive support from the Director/the team for the implementation of the project.

e) get to know a project life span cycle from coming up with noticing a need to be addressed, designing the concept idea, looking for the right source of funding, to finding the right partnership for a strong collaboration, to writing the proposal and to coordinate and implement the proposed activities.

f) through practical experience as well as non-formal educational workshops, the volunteers are encouraged and supported to acquire several **key competencies** and transferable skills in areas related to communication (with our staff, our partners and our beneficiaries), facilitation of daily tasks of the department and substantial knowledge and abilities in the area of promotion and protection of children's rights at the national and international level.

**Linguistic support** will be offered by enrolling all volunteers on the Online Linguistic Support System.

**Digital competencies** will be acquired by the use of social media platforms for the dissemination of the project, and the use of PowerPoint for the use in education workshops. Different social media platforms will be introduced to the volunteers through the trainings provided by the organisation. The volunteers will become familiar with knowledge of creative media tools and the Cloud System where they can find diverse documents that they have in their disposal as well as other resources that they can use creatively for non-formal educational learning (as long as they are not part of the confidential agreement).

**Learning to Learn** skill will be developed through trainings from the organisation as well as mentorship. The support tasks, referring to any support activity and assistance in the progress of the regular schedule and activities of Department, and the research responsibilities will enable the volunteers to learn and experience first-hand assisting the team from the creation of the concept idea, to identifying the right funding to the implementation of the activities.

Living and working in another country for 12 months is itself a process of learning and constant adjustment. Through daily interactions as well as trainings they will gain skills to cope with conflict and improve their communication skills. Cultural awareness and expression will also be reinforced by everyday experiences and

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their involvement in non-formal education trainings that will foster their creative side.

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**Social and civic competencies** are expected to be developed at a great extent, as the experience will allow volunteers to come in contact with various people from different social and cultural backgrounds and to become active citizens and participate in all kind of activities.

### Professional Support

Volunteers will have a very supportive environment during their ESC service. The Director of the Research & Development Division and the coordinators of the three Units will offer the work structure and the tools for the volunteers to integrate as easy and as fast in the daily life of the activity. The volunteers will have the opportunity to collaborate and work with all the staff of the organisation and challenged to address different needs that the Research & Development Division activities might suggest.

There will be a process of continuous adjustments according to the volunteers' interest and learning goals and the department director's feedback. The coordinator will assist the volunteers with the process of documenting and disseminating the ESC project, and will also provide them with the necessary knowledge and tools to do so.

### Work schedule:

The volunteers will work 35 hours weekly, which includes staff meetings and language lessons. The weekly staff meetings, will be an opportunity for the volunteers to talk about issues that arise in the work environment. The volunteers are entitled to take 2 days as holiday every month. It is their choice how and when to take their holidays, as long as the dates are agreed upon in advance with the Director of the of Research & Development Division.

### Mentoring:

The mentors that will be responsible for the volunteers have already the experience of mentoring previous volunteers. All of them are interested and are equipped with the knowledge to provide personal support and help the volunteers to integrate into the society and overcome cultural and social barriers. Furthermore, some of the mentors have experienced similar situations and, therefore, have an understanding of the issues the volunteers might face. The mentors will also be responsible for assisting them with the process of identifying



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and developing their key competencies and filling out the Youthpass. They will be meeting with the volunteers twice a month and/or more often at the request of the volunteer and they will be responsible for giving them information about events and other groups and organisations, as well as helping them with the integration process and any other issue that may arise.

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### Accommodation

The volunteers will be provided with accommodation in a rented apartment/house (as close as possible from the location of the shelters) for the purpose of ESC in Nicosia, Cyprus.

### Bus cards/bicycles

The volunteers will be provided with a bus card (40 euros per months) or a bicycle for local transport upon request.

### Allowances

The volunteers will receive monthly the allowance for pocket money, Food allowance and local transportation allowance. Every month each volunteer will sign a document that confirms receiving the pocket money.

## 4. About *You*

We are looking for young people 20-30 years old. The three open position are for the three Units under the Research and Development Department:

Division	Department/Unit			Available position	Total
<b>Research and Development Division</b>	Education, Awareness & Capacity Building Unit	Justice & Fundamental Rights Unit	Migration & Integration Unit	1/unit	3

The desirable profile indicators of the volunteers that the Research& Development team will focus on for the selection of the volunteers is the following:

1. Have the ability to work in a multicultural environment, and the ability to engage, work and live in inter-cultural dialogue and communication.



2. Willing to undertake grass roots initiatives related to children's rights and vulnerable groups;
3. An interest/willingness to learn or experience desk and field research;
4. Show interest to support the staff in the implementation of the active projects related to gender based violence, gender equality, juvenile justice, positive parenting, migration, asylum seekers, or social integration of the refugees;
5. Flexible and have organization and problem solving skills;
6. Ethical person with no prejudices and respectful towards the non-discrimination and mutual respect principles;
7. Good knowledge of English language is recommended. Knowledge of other language will be considered as an advantage.

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The above characteristics are recommended due to the nature of the ESC project and the sensitivity of the issues that need to be addressed: children's rights and vulnerable groups. All the necessary skills and knowledge for carrying out the tasks can be enhanced during the project.

It is important to note that, although the participants will be equal members of the team they will act and be responsible as volunteers and will not substitute the staff.

## 5. About your *Tasks*

Our Organization respects the volunteer's personal health, safety and dignity, and all the tasks are strictly in line with the European and national laws. At the Research & Development Division the volunteers will be integrated in a multileveled, multidisciplinary and interactive work structure and will be encouraged to take creative initiative.

The volunteers' responsibilities will be to:

- \*develop new initiatives and enriching the network looking for partnerships with organizations that seek to protect and promote children's rights among disadvantaged and vulnerable groups and communities;
- \*support and create analysis and reports on laws and policies related to children on national level;
- \*identify areas for advocacy and/or research on national and international level;
- \* research on issues concerning children's rights in conflict areas across the globe;
- \*develop initiatives of partners and other national and international stakeholders on child rights issues;



- \* coordinate personal research initiatives, also in cooperation with external partners;
- \* empower children and young people in order to make their views heard and to actively engage in promoting their rights. Volunteers Activities.

## Activities

Specifically, you will be involved in the following detailed three diverse activities: **Support and administrative activities**, where the volunteers will assist in the progress of the regular schedule and activities of the department

- \* communicating with the partners and keeping them updated with the progress of our activities;
- \* reading and analysing papers and keeping track of papers and other research material;
- \* assisting the staff in the preparation of regularly scheduled reports;
- \* support the administrative daily tasks of present active projects;
- \* office work: correspondence by e-mail, technical assistance;
- \* administrative tasks related to active projects (emails to partners and authorities, letters and reports to national and international agencies, preparation of agenda and materials for meetings, taking minutes, taking photos at official events etc.)
- \* promotional activities – preparing press releases, updating the web page, drafting communication strategies, social media platforms or active projects;
- \* support the process of fundraising by identifying new sources of funding from local to international, preparing letters to organisations fundraising or activities, identifying and connecting possible donors;
- \* assisting the staff to identify new partnerships and new networks to join.

## 2. Research (primary and secondary), surveys tasks, country reports about the themes and topics connected with:

- \* the promotion and the protection of children's rights;
- \* disadvantaged and vulnerable minorities/children;
- \* sexual violence against children;
- \* gender equality and gender based violence;
- \* child-friendly justice systems;
- \* positive parenting;
- \* bullying;
- \* evaluation methods and possibility for placement in foster care families.



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3. **Initiative activities and initiative** that can take place one time or be repeating and are not part of the regular program of the R&D department but have complementary value:

- \* assist in organizing campaigns and workshops to equip children, their families/careers and societies at large with knowledge and tools to prevent and report sexual violence against children, thereby raising awareness of its extent.
- \* organizing international campaigns/conferences together with the staff about -projects that aim at raising awareness on children rights, the needs of Children on the Move, developing and promoting the adoption of appropriate policies within the EU agenda to respond to this phenomenon at EU level and throughout Europe.
- \* children's rights awareness training in school or other educational settings.

4. **ESC dissemination activities** (you are free to start working on these activities from day one but all these activities must be finalised by the latest September 2020 on the 11 month of the program):

1. **Youthpass**, a self-assessment certificate that will be completed by the 11<sup>th</sup> month.
2. **Final testimonial** your experience as a volunteer at HFC and propose also a photo of you for this reason.
3. **4-5 articles for the blog:** <http://blog.uncrcpc.org/> according to the themes described there.
4. **Design a postcard that would promote one of the children's right and that will have our logo and the Erasmus logo on it.** The image on the postcard can be anything related to your experience as a volunteer.
5. Fill in the **internal Evaluation form** provided by the host organisation
6. Fill in the **Mobility Evaluation form** (the invitation will be received on your personal email)
7. **Describe in one page** with all the results or activities you had been involved and what impact had the volunteering experience for you.
8. fill, print and sign the **Attached Attendance sheet.**

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## 6. About the *Selection Process*

The volunteers will be selected according to their profile and interest for this project in a transparent and objective way, regardless of any religious and ethnic background, as well as with criteria of inclusion and non-discrimination. A mutual agreement by all partners will be drawn out to ensure the matching of the volunteer profiles and interests to the activities.

The pre-selected candidates will go through an interview with the sending organization to determine their suitability and motivation. They need to be convincing about their motivation and present a clear understanding to the cause of our Organization, as well as to the core values and objectives of ESC. Then, a second interview will be scheduled with the coordinator of the unit where they apply.

As an important part of the selection process, each volunteer will be asked to develop a draft of a personal project within the mission and the vision of "Hope For Children" CRC Policy Center with clear learning goals and with a clear vision for engaging in the facility, research and creative responsibilities during the ESC program.

## 7. About the *Dress Code*

### **Policy**

Maintaining a professional business like appearance is expected of all staff members of "Hope for Children" CRC Policy Center. For such an International Organization that interacts with the business community and state agencies, suitable business attire and a professional appearance are important in the overall impression due to the fact that each staff member projects the reputation of the Organization.

Proper attire will vary by position and location; should staff members be asked to attend a business, corporate meeting or a meeting with a prospective founder, government officials, academics, visitors, and the public either in "Hope For Children" CRC Policy Center offices or otherwise, they should dress in



appropriate business attire; select clean and neat clothing; in good repair; and project a professional public image. Also, staff members must carry or wear the Organization's identification badge at all times when dealing with external activities of the Organization.

The dress code guidelines below, were developed by "Hope For Children" CRC Policy Center for the purposes of providing all staff members with direction as to what constitutes professional attire.

### **Procedure**

Volunteers are encouraged to practice good personal hygiene and dress comfortably in good business taste.

Should any employee present itself in a manner unfitting to their job, he or she will be dealt with on an individual basis by the Organisation; with discretion to allow exceptions for special occasions.

Articles such as head covers; crosses; required for religious purposes or to honour cultural tradition are generally allowed.

The present dress policy is inconclusive. In case of uncertainty as to whether clothing is unacceptable or unprofessional; refer to their supervisor /manager for guidance.

### **Examples of professional attire include, but are not limited to:**

- Business suits, blouses, shirts, skirts, pants, ties, dresses;
- Slacks and trousers;
- Maxi or below the knee skirts or dresses;
- Footwear designed for business purposes;
- Pressed clothing.

### **Examples of unprofessional attire include, but are not limited to:**

1. Clothing with profane printed messages, slogans, political messages, pictures or art depicting drugs, alcohol, smoking, sex, weapons, violence, or that is obscene or offensive or disrespectful or which makes others feel uncomfortable;
2. Dresses or blouses that are backless, strapless, or have spaghetti straps unless such garments are covered by another article of clothing (e.g. a sweater or jacket);



3. Tank, cropped or muscle tops unless such garments are covered by another article of clothing (e.g., a sweater or jacket);

4. Sheer or mesh clothing that exposes undergarments, midriffs, or too much cleavage;

5. Overpowering fragrances;

6. Offensive tattoos;

7. Flip-flops;

8. Excessive visible accessories such as rings, necklaces, bracelets, earrings or body piercing;

9. Sports cups;

10. Beachwear;

### **Exceptions**

If necessary, the maintenance and IT/service staff of our Organization involved in physical labour, shall wear clothing suitable to their jobs and to their work-site.

Additional exceptions may apply; subject to approval by the Organisation; in the event of a medical or health condition.

### **Sanctions**

The Organisation shall provide guidance as to the proper attire and grooming.

If a volunteer's clothing constitutes inappropriate attire and/or does not fall within the appropriate attire category, the employee shall be asked to refrain from wearing the inappropriate garment(s) to work again. The employee may be sent home to remove the inappropriate clothing and change into acceptable attire.

Should the volunteer refuse and/or fail to comply with proper attire instructions, they may be verbally warned that they have committed their first offense. Progressive disciplinary action may further apply if dress code violations continue.

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## 8. About *Youthpass*

"Hope For Children" CRC Policy Center will issue a diploma certifying the learning experience as well as the functions and skills developed during the project and the individual learning.

A Youthpass Certificate will be generated and issued as well, if you wish, but it is **HIGHLY RECOMMENDED**. The Youthpass certificate can be used as a certificate confirming and describing participation, or as a certificate of participation and describing the learning outcomes achieved during the voluntary period.

Youthpass is not just a certificate but more an ongoing self-development process during your ESC experience. You will certainly be supported and guided by your mentor at the start of the process, but generally is a self-directed task. During this process you need to plan, follow, recognize, assess and understand your own learnings. We highly recommend you to generate a Youthpass, as it has the potential to raise the quality of your learning process.

## 9. About the Internal *Evaluation*

During your experience you will have regular meetings with the Director of the Research and Development Division when you will be able to evaluate your contribution and your tasks together with the team. At the end of the project, you will be asked from our Organization to evaluate your participation in ESC so as to gain the maximum benefit from your experience.



## 10. *Tips and tricks* from previous volunteers

### 1. **Places to visit/see/stay**

a. AKAMAS: If you like the uncontaminated nature I suggest the natural reserve of Akamas. It's very different from the other very touristic place of Cyprus. Take a tent and go to sleep on the beach (don't make fires), the sunrise from there is amazing!

KAKOPETRIA: It is a small village on the mountains, nice, quiet, with traditional buildings and taverns

11. Troodos – I really like it to visit the Waterfalls (especially in summer when Nicosia is too hot)

Beaches – Nissi Beach, Coral Bay (because I had a friend in Paphos), the beach in Larnaca is not really recommended

Cities – For sure You have to see the bigger Cities (Nicosia, Larnaca, Ayia Napa, Limassol and Paphos)

The Flats of the other ESC (... for Parties)

### 2. **What can I do in my free time**

a. TRAINING ABOUT DIFFERENT TOPICS: The best organizers are Home for Cooperation, CCIMC, YEU. When you arrive try to add on Facebook as many local NGOs as possible. All of them they propose many activities (almost all for free) and they use Facebook to advertise them.

If you like hiking you can also join the Cyprus Strollers.

If you want to learn Greek: Home for cooperation (you have to pay) or try to find a tandem with some students (The weaving mill organized some of them).

If you like the cuisine you can try some workshops at Utopia Collectiva.

Home for Cooperation is a good point of starting especially if you want to know more about the divided city.

b. Nicosia offers many things to do. Organizations like Home for Cooperation, CCMC, YEU, offer event, workshops, seminars etc. It is easy to find all the activities through their Facebook pages. Furthermore, if you like hiking there is an



association, the Cyprus strollers (<https://cyprus-strollers.org/>), which goes hiking every weekend.

### 3. Things I like about Cyprus

a. The food anytime you need it, the welcoming people, the weather, the sea, the music and dances

b. Sun, smiling people, vibrant life.

### 4. During my ESC, I experienced challenges with ...

a. Managing my free time after the hours in the shelter. Sometimes the shift can be really stressful and tiring and you might not even have the energy to go out and enjoy your free time.

b. Dealing with unaccompanied minors it's a challenge itself. It's important to find the best way to interact with the boys, they are from a different culture, without family here and with a difficult background. Furthermore, each of them is different from the other so we have to find different strategies every time.

### 5. In order to succeed implementing my responsibilities I noticed I need to/I don't need to ...

a. trust my colleagues and all the people who have more experience. They always suggest you tricks and strategies to implementing your responsibilities better.

b. wait that things happen or that someone tell you what to do. Be proactive!

### 6. I wish I knew from the first day that...

a. That the life in Cyprus is quite expensive. I could organize my economical resources differently.

b. General medicine (like ibuprofen and paracetamol) are much cheaper in the north side of Nicosia!

### 7. I wish I would have brought with me...

My camping and snorkelling equipment



**8. Must try food and drinks from Cyprus**

- a. Halloumi cheese, sheftalia (meat), coupepkia, zivania.
- b. I love fish meze (but it's kind of expensive).

**9. How to be creative at work during my ESC**

- a. Try to understand the needs of the boys in the shelter and create and implement activities addressed to them.
  
- b. Don't fell in the routine process, when you realize this is going to happen, just stop for a moment and make a step over!

**10. I most useful to the staff of the shelter when...**

- a. I am most useful to the staff of the shelter when I'm alone in the shelter because the officers are outside for commissions and I deal with 40 minors. But the moment I feel more useful for the boys is when I spend time with them doing activities.
- b. I help in the daily routine, if I see that something that should be done it is not, I help the other officers to remind and to do.

## **12. Contact details**

For any inquires or observations please contact

**Coordinator of the Education, Awareness & Capacity Building  
Unit, Anca Clivet via email [clivet.a@uncrcpc.org](mailto:clivet.a@uncrcpc.org) or**

**by phone +357 22103234 (Ext: 349)**