

Stay local – Act global: Volunteering at Globalhagen Hostel

October 1st 2021 – June 1st 2022

About the project

The hosting organisation

Mellemfolkeligt Samvirke/Action Aid Denmark (AADK) is a non-governmental organization with several not-for-profit enterprises based in Denmark, one of them being Globalhagen Hostel. We work to contribute to create solutions for the worldwide problems, which creates social, political and economic inequality in the world. Over the coming years, our focus will be on fighting for social justice in all the countries where we operate by combatting exclusion and discrimination.

For AADK, the work with young men and women serves a double purpose. Young people are an enormous resource in themselves when it comes to creating a sustainable society and long-term development. Young people are innovative thinkers and prepared to accept change.

AADK also cares deeply about diversity and sees it as a strength. Therefore, we work to be representative of the societies we work in. We continuously strive to reach new social groups and strengthen the diversity among our members, activists, and employees and leadership. Diversity makes us stronger.

At a time when suspicion and conflict are dividing people all over the world, AADK continue striving to bring people together and unite them and to create communities between people, as we have done for almost 75 years. The establishment of democratic popular communities of action fighting for a more just world will therefore be pivotal in the work of AADK. Building strong communities to address of the problems of vulnerable people has been AADK's trademark for almost 75 years – and it still is.

[HERE](#) is a short intro **video** to Globalhagen Hostel

Volunteer experience

This project will take place at our hostel, Globalhagen Hostel and our café, café Mellemrummet. These two enterprises are examples of not-for-profit enterprises which are a part of Mellemfolkeligt Samvirke/Action Aid Denmark (AADK). The profit of these to enterprises goes directly to a development project. Every two years the volunteers of the cafés and hostel democratically elect a new support project run by one of the ActionAid federation platforms.

Since we opened Globalhagen Hostel in 2015 we have supported projects such as empowering and mobilizing youth in challenged areas in El Salvador and are currently supporting a feminist leadership training programme in Uganda.

Our enterprises are coordinated by Action Aid Denmark's social entrepreneurship team and run by volunteers, who represent a diverse, activist group of young people, who stand together in solidarity and inclusion regardless of origin, religion, sexuality, and access to privileges.

Globalhagen Hostel is part of a worldwide community located in Nørrebro, a vibrant and diverse neighbourhood in Copenhagen, we currently have 180+ active volunteers between the hostel and café. We invite our hostel guests to have transformative experiences through sharing stories about our support projects and volunteers, and by hosting political events focusing on inequality, anti-discrimination, and climate justice.

At this point in time, we have had volunteers from more than 60 countries, and we continuously cooperate with many local and global actors in empowering youth through volunteering opportunities, job trainings, student jobs and internships.

The volunteer's tasks and activities

Each volunteer will choose a track, which combines front office (Hostel Host) and back office (Skills development) tasks. Front office tasks are tasks managing the guest experience in all matters when the guest is inhouse: Operate the booking system, welcome guests, check in and out guests, keep facilities clean and tidy, prepare keys for guests arriving, help guests navigate around Copenhagen during their visit, share our story with the guest and invite guests to participate in our events in the café and with our partner organisations. Back-office tasks are chosen by the volunteer depending on which track they choose:

Track 1 - Hostel administration: You will be part of the daily hostel-team, who works with everything around bookings, guests, and activities in the hostel. Your tasks will be including:

- Working in the reception / front office (15 hours per week)
- Administrative tasks such as making bookings, answer guest emails and messages
- Update online booking portals
- Update our internal booking-system Picasso
- Yield management
- Revenue management
- Improve and implement procedures

Track 2 - Service management: Help manage the hostel and meeting and conferences-facilities. Your tasks will be including:

- Working in the reception / front office (15 hours times per week)
- Create memorable experiences and events for our guests
- Keeping guests updated on events happening around town and in our café by sending out a weekly newsletter
- Analyse guest-reviews and implement improvements

Track 3 - Volunteer- and event coordination: Organizing and executing events in Café Mellemrummet.

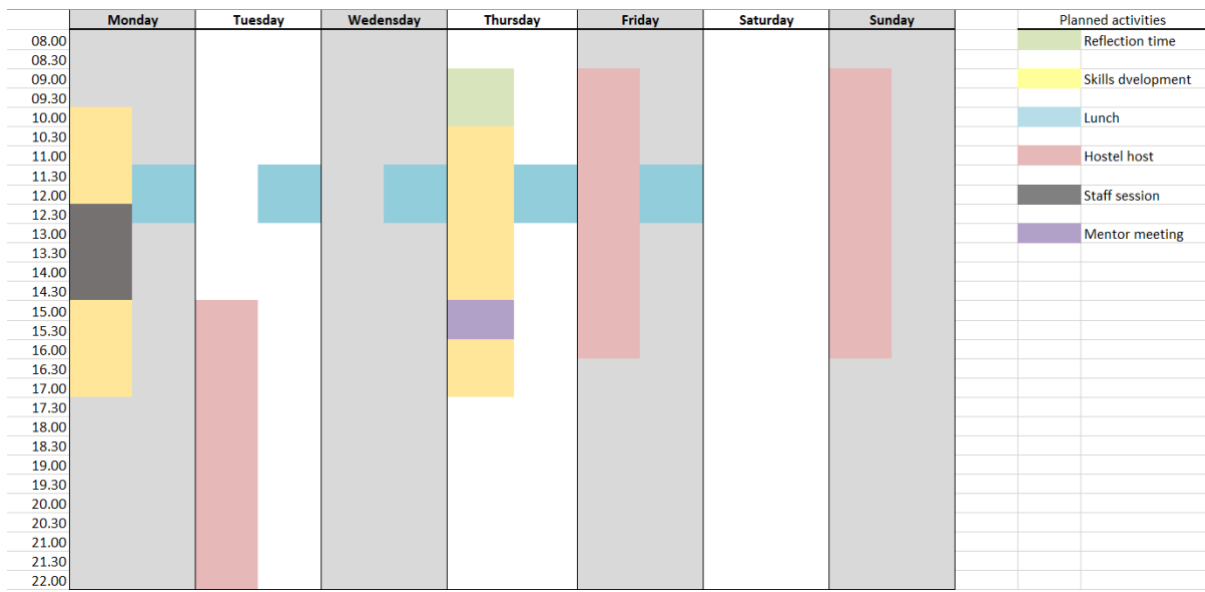
- Doing economy once a week for Café Mellemrummet.
- Helping the coordinator with ad hoc tasks related to Volunteer- and Event coordination Taking shifts in the café occasionally (front office)

Track 4 - Digital Communication: You will get the opportunity to help produce, update and develop our online channels (website, Facebook-page and external booking profile). Your tasks will include:

- Improve Globalhagen's online presence

- Develop innovative ways of interacting with our guests through online channels and our facilities
- Be in charge for Globalhagen’s social media and online portals Working in the hostel reception / front office (15 hours per week)

What does a typical work week look like?



Pre-arrival and risk and crisis prevention

To prepare you before arrival, you will receive a video introduction to the organization and the team, to explain who we are and how we work. You will also receive an info-kit with developed introduction and information on practical issues such as working tasks, conditions, pocket money, visa requirements, expectations (what is expected of the participant and what can the participant expect from us), contact persons, conflict prevention, crisis management plan and project description. Moreover, you will have an online meeting with the project coordinator and mentor, as well as the partner organization, before their arrival. The mentor and you will cooperate in developing the first draft of the learning agreement and afterwards the mentor will make an activity schedule for the first month.

In relation to COVID-19, we are following all governmental COVID-19 restrictions. Further, foreigners can be tested for free in Denmark.

About the project environment

Location

The location is central, and the participant has all of Copenhagen available within walking distance, which gives them a great sense of localness and belonging.

The hostel is located in the heart of Copenhagen in a vibrant part of town called Nørrebro. It's the most colourful district of Copenhagen suitable for artists, students and families as it is generally cheaper than other areas around town. It is very well connected to public transport both to the airport and all other places in- and around Copenhagen.

Volunteer community

You will become part of a volunteer community which has existed for the past ten years and consists of volunteers from more than 70 countries. It's a great mixture of local and international people.

Practical arrangements

Working hours

37 hours per week through Monday to Sunday

In other words; 5 working days and 2 days off during the week

Accommodation

The participants will be accommodated in our hostel, sharing a room only with the other volunteers on the project. We have great experience having volunteers living at the hostel, as they more easily integrate both in the team and the existing volunteer community.

Food

There is kitchen available for the volunteer, where they can cook breakfast, lunch and dinner. Further, the volunteer will receive pocket money for snacks and other fun.

Insurance

The volunteer is covered by our organisation's insurance throughout the whole stay. Safety and protection for the volunteer is provided by our entire community and organisation, supported closely by the project coordinator and mentor who has developed a crisis management plan, which ensures safety and protection prior, - during- and after the project in cooperation with the partner organisation.

Requirements

Profile of the volunteer

The volunteer must be at least 18 years old due to Danish laws concerning money handling and serving alcoholic beverages.

You must be motivated to be a part of our organisation and interested in being around people of different nationalities, religions, beliefs, educational and professional backgrounds. As a volunteer,

you must be interested in international volunteer projects and if you also have an interest in development work, it is even better. You should be proactive and open to involve yourself in several activities, as well as cooperate with the Globalhagen staff. You also need to agree with our philosophy of equality and openness to differences. Also, we expect you to be ready for a substantial amount of important administrative office work as well as manual work.

In the spirit of ESC, we only take volunteers with a background of fewer opportunities. The activities in the project and our capacity and experience embrace young people with fewer opportunities due to their geographical-, social- and economic obstacles and educational- and cultural difficulties. We find it important to always include our volunteers fully in our community, for example with community events and team meetings where decisions are made in an open and participatory manner. We identify fewer opportunities as:

- Geographical obstacles: related to people from remote or rural areas; people living in small islands or in peripheral regions; people from urban problem zones; people from less serviced areas (limited public transport, poor facilities)
- Social obstacles: associated with people facing discrimination because of gender, age, ethnicity, religion, sexual orientation, disability,
- Economic obstacles: associated with people with a low standard of living, low income, dependence on the social welfare system or homelessness; young people in long-term unemployment or poverty; people in debt or with financial problems
- Educational difficulties: associated with young people with learning difficulties; early school-leavers; young people with poor school performance
- Cultural differences: related to immigrants or refugees or descendants from immigrant or refugee families; people belonging to a national or ethnic minority; people with linguistic adaptation and cultural inclusion difficulties

How to apply?

The main coordinator for this project is Simone Krieger, who is a coordinator in our Social Entrepreneurship team. Majken, will assist her in recruiting the volunteers.

The main coordinator for this project is Simone Krieger and Audrius Martinaitis. Majken Kiaby will assist in recruiting the volunteers. To apply for our project, we would like the volunteer to fill out the attached questionnaire and send it to Simone (srk@ms.dk) with Majken (mki@ms.dk) and Audrius (aum@ms.dk) as cc. When we have reviewed the answers, we will contact the volunteer to set up an interview.

Volunteers tell

Here you can read three testimonials from previous volunteers

You can check out more on our Instagram [@globalhagen](#)

Here's also a short [video](#) about the hostel and with stories from volunteers and guests



"Meet Anne-Sofie, a volunteer at Mellemrummet. She joined up with us to meet new people, experience the international vibe and be part of an inspiring community that organizes events. In her personal life, she enjoys dancing jazz, funk, hip-hop and ballet. She also loves to sing and write songs. Don't be surprised if you see her next time as a performer at one of our events"



"Meet Sylvain, a 23-year-old live-in volunteer from Bordeaux, France! Before the quarantine, he was working the bar in café Mellemrummet, where he really enjoyed the contact with our guests and fellow volunteers, while learning new and exciting tricks with cocktails and espresso coffee. Currently, he is helping the hostel out with maintenance, making our little place even more cozy and beautiful! He had heard about us from a fellow volunteer while staying in another hostel during his road trip. He had met with our lovely volunteer supervisor Mikkel Iversen, fell in love with the place and signed on as a 'live in 'volunteer. Sylvain is also a fan of hiking, discovering new places and having new and grand adventures anywhere he goes! He also plays the digeridoo!"



"Introducing Federico! A 30-year-old volunteer from Argentina. Federico is one of our live-in volunteers and is in charge of working on the reception and making sure everyone has a good time! Federico says he enjoys the family vibes throughout the organization Mellemfolkeligt Samvirke. He likes that everyone has a voice and can actively contribute to supporting various projects around the world! Outside of Globalhagen Hostel/Café Mellemrummet, Federico is a traveler, slowly travelling around the whole world! He has a huge catalogue of inspiring stories and memories from his adventures that he loves to share with his fellow co-volunteers and customers."