



**Fostering  
Social  
Justice**



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## **TOOLS AND METHODS**

### **Neighborhood Volunteers**

Hungary 2022



**IFS FOSTERING SOCIAL JUSTICE**

## TOOL'S SUMMARY

<b>Tool/method name</b>	<b>Neighbourhood volunteers</b>
<b>Tool/method summary description</b>	Training of neighbourhood volunteers, who are local active citizens, key persons of their community. Their task is to be connection between the local social services, help the professional social workers in informing people and help them to reach the services as well being volunteer community workers in their community.
<b>Country observed</b>	Hungary
<b>Year observed</b>	2022
<b>Programme area</b>	Active citizenship, social inclusion
<b>Tool</b>	Methodology, training session, inclusion
<b>Specific topic</b>	
<b>Beneficiaries of tool:</b>	Local communities, local services
<b>Can this tool be applied to other beneficiaries: yes/no</b>	yes
<b>What type of beneficiaries: ALL, or specific ones?</b>	all
<b>If specific ones, which?</b>	

## **Tool full description**

The Neighbourhood Volunteers programme empower residents to exercise their rights as citizens through self-empowerment techniques, develop and strengthen neighbourhood relations in the district. Organise a network of neighbourhood volunteers and develop volunteering and community work in the local community.

## **Context**

We recognized that only few members of the community use local services or take part actively in the community. We got some information stating that a lot of citizens living in that area do not even know about the facilities, supports offered by the institution, many of whom even try to keep the distance from it and not wishing to recourse to professional help. This applies to all the active humanitarian organizations of Debrecen. Starting from these issues we thought that we should familiarize the ones who could supposedly benefit from the supports offered by us by taking them closer to these people and to look for people to whom they can truly turn to with total confidence, if any kinds of problems or questions occur. From our point of view, it is of primal importance that an integrated and inclusive vital local community, the network developed in the neighbourhood and the natural protective nets improves the living standard. We were interested in the ways we could actually develop on the level of the community and in the immediate neighbourhood the so called communal life, the mutual caretaking and reciprocal help giving both on the level of individuals and that of the community and we also tried to find the best ways to help us mobilize the locals in taking care of the problems that might occur in that particular suburban area of the town.

## **Could it be used in other contexts? If yes, which ones?**

Yes, it can be used in any kind of community.

## **What is innovative about this method or tool?**

It can renew the community life and the work of social- and community services.

## **Detailed Methodology**

Before starting the neighbourhood volunteer work, it is needed to have a 36 hours training, which consist of:

- History, purpose, importance of volunteering, introduction to volunteering schemes in other countries.
- Introduction to the institutions and organisations in the district.
- Community work methods and techniques.
- Communication and media training.
- Introduction to local government, introduction to the city social services system, social organisation and administration, introduction to the services of city institutions.
- Self-awareness training.

After starting their work, it is needed to have ongoing needs assessment, with their participation.

Volunteers work based on need: providing information, information, assistance with administration, community organisation, mental health care, liaison with the district's institutions, supervision.

Volunteers carry out their outreach activities in their homes for two hours a week at a pre-arranged time. This is indicated on a sign in a prominent place for the residents of the street.

Supervision is monthly, by individual appointment on request. Further training, continuous updating of information.

### **Specific advice for staff/volunteers/adult educators**

It is important that the local community is informed about the launch of the program, both so that their needs and ideas can be integrated into the program, and so that those who want to volunteer are informed about the opportunity and how to get in touch (it is good if there is already a specific contact person to receive applications).

Neighbourhood volunteers provide a service to the public, so it makes sense to look for candidates who are accepted members of the local community, have previously participated in community events and activities, and are a voice in their own neighbourhood. Important to make interviews with the possible volunteers.

### **For more resources and information**

<https://kofe.hu/parola/parola-folyoirat/szomszedsagi-onkentesek-a-csapokertben/>

### **Contact Person**



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