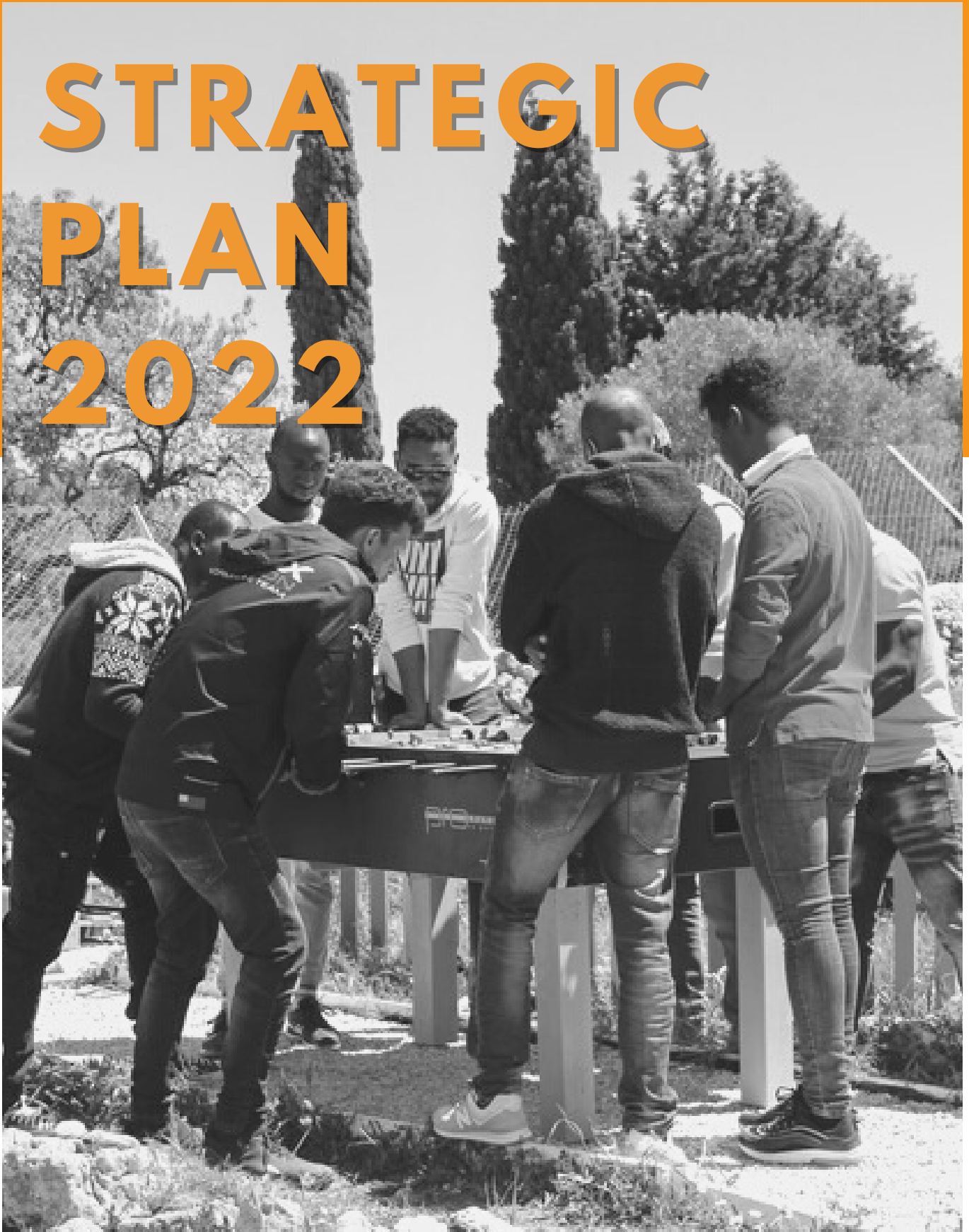


# STRATEGIC PLAN 2022



**SAMOS VOLUNTEERS**

# TABLE OF CONTENTS

## **PART 1**

1. Introduction	2
I. Introduction	2
II. Vision and Purpose	2
III. Introduction to 3 Strategic Priority Areas	3
IV. Strategic Priority 1: Our Services	4
V. Strategic Priority 2: Our People	5
VI. Strategic Priority 3: Organisational Sustainability	6
2. Summary	7
3. Timeline of Key Initiatives	8

<b>PART 2 - STRATEGIC PRIORITY 1</b>	9
--------------------------------------	---

<b>PART 3 - STRATEGIC PRIORITY 2</b>	19
--------------------------------------	----

<b>PART 4 - STRATEGIC PRIORITY 3</b>	33
--------------------------------------	----

<b>FINAL SUMMARY</b>	38
----------------------	----

# 1. INTRODUCTION

## I. INTRODUCTION

This plan outlines key delivery phases and priority areas for Samos Volunteers ('SV') over the year of 2022. Progress will be reviewed quarterly throughout this period.

2021 saw drastic changes within the operating environment. In September, the new Closed Controlled Access Centre (CCAC) in Zervou opened and Vathy RIC was dismantled. SV, next to most of the other NGOs, took a stand and chose not to operate within the new prison-like facility. Despite the challenging context, we met most of the goals described in the Strategic Plan of 2021. Key achievements were the opening of Alpha Land, a new community space next to Zervou and continuing to develop our strong advocacy strategy.

Since the opening of the new CCAC, SV has been adapting their services to the new intensely changing environment. Throughout the first months of 2022, there was a lot of instability and insecurity regarding the services provided. Therefore this Strategic Plan is written during the second quarter of the year and finalised at the end of June 2022. Part of the set priorities are established at the time of writing, whereas other priorities are in progress. The 2022 Strategic Plan focuses on adapting our services to the changing environment and having a sustainable organisational structure with a professional team of volunteers and coordinators.

SV commits to remain flexible, to adapt its services to the best of its capacity and to keep providing services to the refugee and asylum seeker population as long as is needed.

## II. VISION AND PURPOSE

### VISION

SV continues to operate as an effective and stable organisation, offering services for refugees and asylum seekers living on Samos that allow dignity, education, and a sense of normality.

### PURPOSE

To provide psychosocial support, informal education, NFI distribution and hygiene services to refugees and asylum seekers living on Samos.

## III. INTRODUCTION TO 3 STRATEGIC PRIORITY AREAS

The SV Strategic Plan 2022 identifies three strategic priorities. While these strategic priorities do not capture all that we do, they exist to ensure that our resources and work is focused on delivering activities most likely to achieve our vision.

**STRATEGIC PRIORITY 1:**  
Our Services

**STRATEGIC PRIORITY 2:**  
Our People

**STRATEGIC PRIORITY 3:**  
Organisation Sustainability



## IV. STRATEGIC PRIORITY 1: OUR SERVICES

*SV continues to provide support for refugees and asylum seekers through various educational programmes, services and activities.*

### **Informal Education Programme: sustainability at Alpha Land**

#### **Key objective: Strengthen the informal education programme at Alpha Land**

Throughout this period we will continue to work on a sustainable education programme at Alpha Land, which was created in 2021 after the move to the new CCAC in Zervou. Most of the educational classes take place at the Land. We will continue to develop more structured curriculums and resources in all the informal education courses, to allow smoother transitions between all teachers, and rely less heavily on the work of each specific teacher.

### **Taking Over Distributions**

#### **Key objective: Establish a distribution programme in Alpha Centre**

Throughout this period we will take over the clothing distribution programme from Drop in the Ocean. We plan two big distributions per year: a summer and a winter distribution while continuously distributing clothes to new arrivals and supporting other organisations through referrals.

### **Employability Programme**

#### **Key objective: Develop and expand the employability programme**

Throughout this period we will support people in three interconnected interventions to promote integration. Firstly, with the collaboration of other organisations, we will be the link between potential employers and employees. Secondly, the programme will assist people with their CVs making, getting their TAX numbers, bank accounts and in the different stages of entering the formal labour market. Thirdly, SV will develop and promote a network with other actors on the island with the aim of protecting people from the potential risk of exploitation.



## V. STRATEGIC PRIORITY 2: OUR PEOPLE

*SV continues to support external, local and community volunteers through all stages of working with the organisation, from before they arrive through to joining SV Alumni.*

### Diversity of volunteers

#### **Key objective: Diversify our team of volunteers and coordinators**

Throughout this period we will focus on diversifying our pool of volunteers and coordinators, by creating and fostering an inclusive culture within the organisation and by increasing our recruitment process in a threefold strategy: Research, Partnership, and Website.

### Coordination team welfare

#### **Key objective: Improve coordinators' welfare and professionalism**

Throughout this period we will implement external supervisions which can support the coordinators in their role from an educational perspective aimed to enhance good practises and, on the other hand, promoting the coordinators' wellbeing and mental health will encourage the sustainability and solidity of the SV team. The objective of this year is to begin a process where supervision, reflection and discussion is essential.

### Community based approach

#### **Key objective: Promote and strengthen the community's participation in all the programmes and projects of the organisation.**

Aiming to promote the community's participation is not only met through the community volunteers programme, but an objective present in every activity we carry out. Being the Women's Space, the recreational activities or the educational programme, one of the main pillars of the projects is strengthening the community's involvement in their design, implementation and evaluation. Throughout this period the organisation will identify the gaps and the obstacles in the different SV's projects and develop schemes in order to enhance mechanisms to assure the community's participation.



## VI. STRATEGIC PRIORITY 3: ORGANISATION SUSTAINABILITY

*SV continues to support external, local and community volunteers through all stages of working with the organisation, from before they arrive through to joining SV Alumni.*

### **Fundraising strategy:**

#### **Key objective: Establish a new fundraising manager role**

Throughout this period, we will establish the role of and recruit a Fundraising Manager who will lead fundraising projects with the support and collaboration of the Communications & Advocacy Coordinator to ensure SV's long-term sustainability regarding fundraising efforts through social media, our website, our newsletter, and general donor relationship management. The Fundraising Manager is responsible for implementing the fundraising strategy, donor relationship management and will act as the focal point for any fundraising related inquiries.

#### **Key objective: The creation of a grant fundraising strategy**

Throughout this period, the Project Manager and the Fundraising Manager will collaborate to establish a grant fundraising strategy, to diversify our income streams.

### **Recruitment strategy**

#### **Key objective: Focus on professionalism of external volunteers in the recruitment process**

Throughout this period we will focus on the professionalisation of the external volunteer team, aiming at the highest level of integrity and competence of all its members. External volunteers will be assigned to specific roles, rather than having all general volunteers, as this encourages volunteers to take more responsibility & initiative with their own work, and also creates supportive teams.

## 2. SUMMARY

### OUR VISION

SV continues to operate as an effective and stable organisation, offering services for refugees and asylum seekers living on Samos that allow dignity, education, and a sense of normality.

### OUR PURPOSE

To provide psychosocial support, informal education, NFI distribution and hygiene services to refugees and asylum seekers living on Samos.

### OUR VALUES

Do no harm, Do it for the Many, With communities, The little things are the big things, A work in progress

### STRATEGIC PRIORITY AREA 1

#### OUR SERVICES

SV continues to provide support for refugees and asylum seekers through various educational programs, services and activities.

### STRATEGIC PRIORITY AREA 2

#### OUR PEOPLE

SV continues to support both external and community volunteers, as well as coordinators through all stages of working for the organisation

### STRATEGIC PRIORITY AREA 3

#### OUR ORGANISATION SUSTAINABILITY

SV continues to operate as an effective and stable organisation, with a continuous supply of volunteers to fill positions and sustainable income streams

### OBJECTIVES IN 2022:

- Maintain a informal education programme on Alpha Land
- Establish a distribution programme in Alpha Centre
- Develop and expand the employability programme

### OBJECTIVES IN 2022:

- Diversify our team of volunteers and coordinators
- Improve coordinators' welfare and professionalism
- Promote and strengthen the community's participation in all the programmes and projects of the organisation.

### OBJECTIVES IN 2022:

- Establish a new fundraising manager role
- The creation of a grant fundraising strategy
- Focus on professionalism of external volunteers



# 3. TIMELINE OF KEY INITIATIVES

OBJECTIVE	Q1	Q2	Q3	Q4
<p><b>Maintain an informal education programme on Alpha Land</b></p>	<p>Evaluate the informal education programme receive feedback from students and adapt the services where needed.</p>	<p>Ongoing</p>	<p>Ongoing</p>	<p>Ongoing</p>
<p><b>Establish a distribution programme in Alpha Centre</b></p>	<p>Plan the handover with the outgoing organisation and prepare for taking over the distribution: find coordinator and volunteers, establish roles etc.</p>	<p>Start of the new distribution: plan summer distribution, establish the free shop</p>	<p>Evaluate the summer distribution and prepare for the winter distribution</p>	<p>Start of the winter distribution</p>
<p><b>Develop and expand the employability programme</b></p>	<p>Assess the current employment situation on Samos.</p>	<p>Set up of the new employability program: collaboration with other actors to expand our services and identify each organisations responsibilities</p>	<p>Monitor the new employability programme: adapt the role description of the volunteer and continue to develop the collaboration with other actors</p>	<p>Evaluate the employability program and tailor the program to seasonal work options</p>
<p><b>Diversify our team of volunteers and coordinators</b></p>	<p>Research, plan and setup: Build a better understanding of the issue, establish goals and make these public for extra accountability. Set up a diversity monitoring system for applications and work on diversifying SV's network.</p>	<p>Management: Develop internal support systems for volunteers and Coordinators who may experience racism on Samos.</p>	<p>Collaborate: Share information and findings with other organisations. Develop external and cross-organisational collaboration for greater diversity in NGOs on Samos</p>	<p>Review: Review the work we have done and continue to reduce SV's barriers to entry for specific groups.</p>



OBJECTIVE	Q1	Q2	Q3	Q4
Improve coordinators' welfare and professionalism	Research different options to provide more support to coordinators.	Create a coordinator's welfare proposal, which need to be approved by the board	Plan the arrival of the supervisor.	Evaluate the supervision, create a sustainable coordinator's welfare plan.
Promote and strengthen the community's participation in all the programmes and projects of the organisation.	Identify the gaps and the obstacles in the different SV's projects.	Implement Community Based Approach Trainings.	Develop schemes in order to enhance mechanisms to assure the community's participation.	Ongoing.
Establish a new fundraising manager role.	Create a fundraising manager role and recruit a suitable candidate.	Evaluate the fundraising manager role and update the profile.	Recruit a new fundraising manager.	Ongoing.
The creation of a grant fundraising strategy	Recruit a fundraising manager.	Develop a grant fundraising strategy, start with initial grant research	Write grant proposals and further research grant possibilities.	Evaluate the grant fundraising strategy.
Focus on professionalism of external volunteers.	Develop specific volunteer roles instead of general volunteer roles.	Evaluate specific volunteer roles and monitor the recruitment process of these specific volunteer roles. Further develop trainings for incoming volunteers and long term volunteers	Reach out to universities and other relevant actors to recruit volunteers with specific skills and trainings	Evaluate the impact of Q3's objectives

# STRATEGIC PRIORITY 1: OUR SERVICES



**SAMOS VOLUNTEERS**

# PRIORITY 1: OUR SERVICES

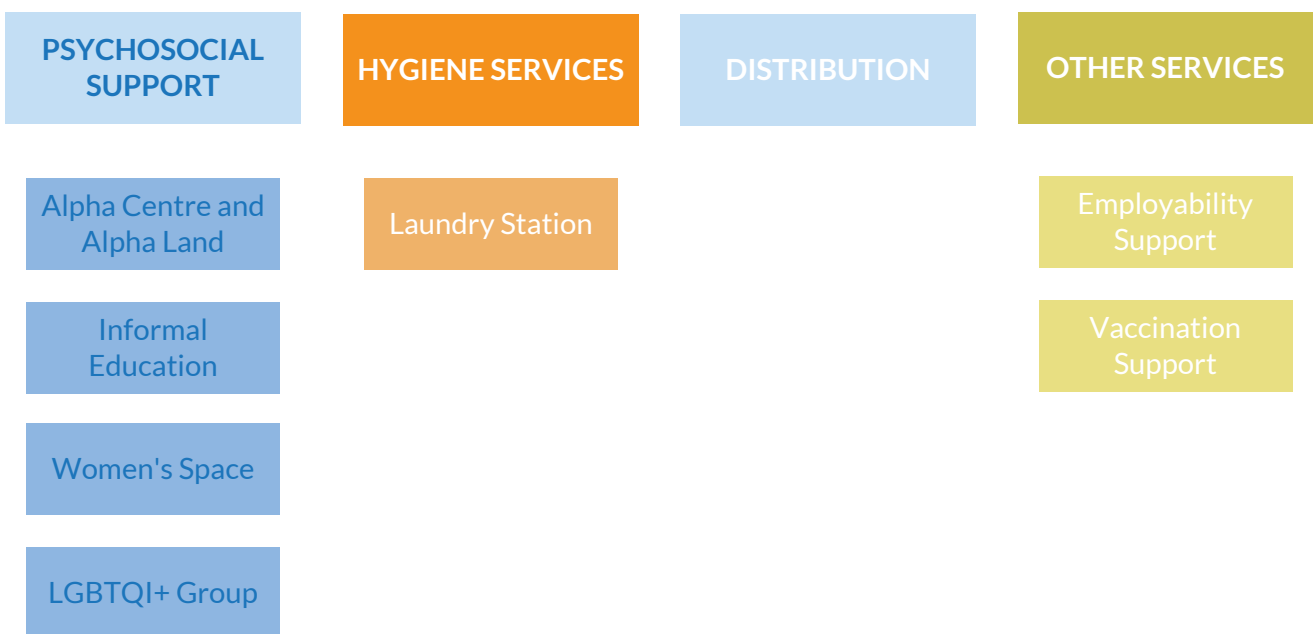
I. Introduction	11
II. Current Services	11
II.I Psychosocial Support	11
II.I.I Alpha Centre and Alpha Land	11
II.I.II Informal Education	12
II.I.IV Women's Space	13
II.I.V LGBTQI+ Group	13
II.II Hygiene Services	14
II.III Distribution	15
II.IV. Other Services	16
II.IV.I Employability Support	17
II.IV.II Vaccination Support	17
III. How Our Activities Are Organised	17
IV. Reminders - RRR	18
V. Working Locations	18
VI. Moving Forward - Our Services in 2022	18

## I. INTRODUCTION

SV formed as a direct, grassroots response to the crisis on Samos in 2016. Activities undertaken by the organisation have evolved organically over the years, both to address the needs of people living in the previous Reception and Identification Centre, the CCAC and town, and fit within the landscape of other NGOs operating on the island. Our services represent why we are here, what we offer, and what we hope to offer in the future.

## II. CURRENT SERVICES

Our current services fall under the following categories:



### II.1 PSYCHOSOCIAL SUPPORT

The term 'psychosocial' refers to the dynamic relationship between the psychological dimension of a person and the social dimension of a person. Psychosocial Support promotes the restoration of social cohesion and infrastructure, and encourages better connections between people. It is expressed through caring and respectful relationships that communicate understanding, tolerance and acceptance.

#### II.1.1 ALPHA CENTRE AND ALPHA LAND

In the context of our work on Samos, psychosocial support forms the cornerstone of Alpha Centre and Alpha Land, and the work we do within these spaces. Alpha aims to facilitate community, connect people, and show every individual person that they matter and are valued.

In a practical sense, Alpha Centre and Alpha Land are spaces where people can relax, socialise, and learn. Alpha Centre provides an important information point, directing people to legal services, medical help and the services offered by other NGOs. It is also a space where people can meet, drink a cup of tea, play board games, make copies or laminations of legal documents, charge their phones and rest. Our team of volunteers work 4 shifts throughout each day to keep the space clean, welcoming, and positive. With a minimum of 2 volunteers on each shift, we are able to welcome an average of 50 people a day.

The activities which take place on Alpha Land provide routine and structure for students and service users in a safe space. Having a welcoming atmosphere outside the CCAC, but within walking distance, provides a presence which is otherwise mostly lacking in the Zervou area. The CCAC is located 7km from Vathy and Alpha Centre and 5km from the nearest town of Mytilinii. People come to attend classes, go to the women's space, drink tea, play table football and other games. Although Alpha Land has limited resources, it provides excellent activities and a great sense of community for those who attend.

Alpha Centre and Alpha Land exist to offer a space where community can be built. By connecting people who have been through similar experiences we have an opportunity to work together in an organisation where support and participation are two of the main pillars of it. The social connections are key to effective resilience and wellbeing during a person's time on Samos.

## **II.1.II INFORMAL EDUCATION**

Our Informal Education Programme consists of around 50 weekly classes. We prioritise communicative, practical language skills that people can start to use and practice immediately. Most of our classes are in English, across 5 levels. We also teach French, German, Greek, alongside classes in practical skills like IT.

Our classes give people a daily routine amongst the chaos and uncertainty of the CCAC and the asylum process. We aim to provide a place of stability, as well as a space where people can reclaim their humanity and dignity. Our informal education programme also offers something positive that people can take with them when they leave Samos – a new language or skill that can be useful in the future.

In 2022, SV will endeavour to establish a sustainable learning environment in both Alpha Land and Alpha Centre. This will allow a more structured approach to teaching and learning, with a designated teaching curriculum and context-appropriate resources.

In 2022 we aim to continue to develop more structured curriculums and resources in all the informal education courses, to allow smoother transitions between all teachers, and rely less heavily on the work of each specific teacher. Moreover, SV continues to provide regular structured training, such as the Refugee Ed programme, for community volunteers, in order to build confidence and grow and develop skills of teachers and potential teachers. We continue to have a smaller teaching team who have capacity to develop the programme and the resources and take responsibility for their subjects.

### II.I.III WOMEN'S SPACE

Women only make up a small portion of the total refugee and asylum seeker population on Samos. In addition to the issues faced by all CCACs residents, women face additional insecurities, such as gender-based violence, on a regular basis. Many women received a low level of education in their home countries, which can increase their dependency on both male refugees and NGOs. A lot of women also bear the responsibility of child-raising in this inhumane environment. As such, it is essential that our services focus on the protection of refugee and asylum seeking women on Samos.

The Women's Space is currently located on Alpha Land due to the close proximity and therefore accessibility to the CCAC of Samos. This might change according to the needs of the community. The aim is to provide a safe space for refugee and asylum seeking women. On Mondays to Fridays, from 2pm to 4:30pm, the space is for women only. Diverse classes, workshops and creative/recreational activities give them the possibility to learn new languages or skills, express themselves in a creative way and relax in a female community:



The Women's space can also act as a safe and trusted pathway to further medical, legal or psychological assistance.

The Women's Space is coordinated by an external volunteer, the Women's Safe Space Lead, who works with a team of community and external volunteers. They are supervised by the MHPSS coordinator. The approach is to share the responsibility as much as possible with the volunteers and to support them in implementing their ideas. The Women's Space is created and designed by the women who will be working and visiting it and we encourage them to take ownership of the space.

### II.I.IV LGTBQI+ GROUP

Samos LGBTQI+ Group is an initiative that seeks to support LGBTQI+ asylum seekers and refugees. The Samos LGBTQI+ Group has four main objectives:

- Educate and raise awareness to volunteers and coordinators about LGBTQI+ issues and concerns.
- Increase visible acceptance and support for LGBTQI+ people within organisations, including advocating for LGBTQI+ specific issues and concerns within the island working groups.



- Create and promote referral pathways for LGBTQI+ refugees and asylum seekers to access support services, legal support and protection.
- Create peer-to-peer support systems and promote community-building.

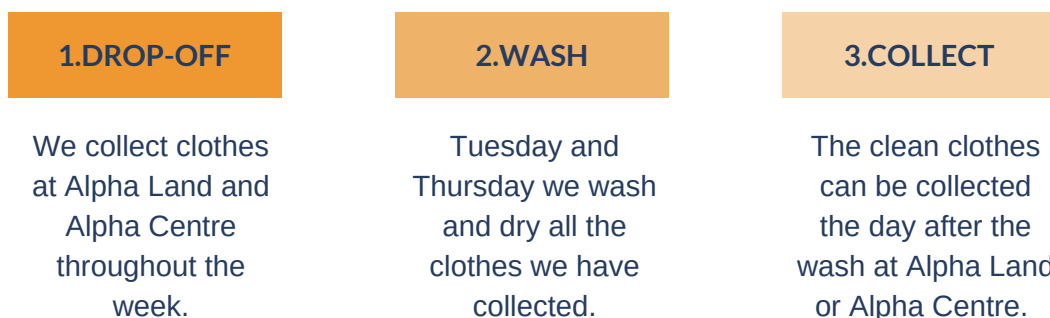
The group currently has a number of working partnerships with organisations such as UNHCR, MSF, Just Action (JA), Avocats Sans Frontières (ASF), I Have Rights (IHR) and Human Rights Legal Project (HRLP). These partnerships include the provision of legal, psychosocial, mental health, physical health and protection support. The group is represented in the Samos Protection working group. Moreover, the group participates in a LGBTQI+ Working Group with organisations all over Greece in order to come up with different actions to advocate for the LGBTQI+ Community's rights.

## II.II HYGIENE SERVICES

### **LAUNDRY STATION:**

Our hygiene service consists of one Laundry station. In 2021, SV closed the second Laundry Station due to the relocation of refugees and asylum seekers to the new CCAC and a significant decrease in the numbers. Our Laundry Station is located a 5 minute walk from Alpha Centre and it has 10 washing machines and 10 dryers, which allows us to wash and dry 550 bags of laundry per week.

The process is divided in three phases:



Our washing programme proved to remain crucial in the first half of the year, making a huge contribution against the spread of scabies caused by two weeks of water shortages inside the CCAC that weakened the sanitation services. This is a good example of how SV continues to be able to respond rapidly to situations due to our flexible and resilient approach to the changing needs of the refugee and asylum seeking population of Samos.



## II.III DISTRIBUTION

In April 2022 Drop in the Ocean left Samos and we took over the clothes distribution programme making SV once again the main NFI distribution actor of the Island.

Our distribution services are based in three facilities:

FREE SHOP

WAREHOUSE

CONTAINER

The **free shop** is located in room 4 of Alpha Centre and is where the distribution happens. The service users can choose a predetermined amount of clothes based on the season, the stock and the type of distribution. The shop is open from Monday to Friday from 10 am to 4 pm.

The **warehouse** is located 30 seconds walk from Alpha Centre and it's where we store the majority of our stock of clothes. It's organised in four lines, one for women, one for men, one for babies (0-24 months) and one for kids (2-17 years).

The **container** area is located at a 15 minutes drive from Alpha Centre, near Nestoras warehouse, and consists of two containers that are owned by Medecins Sans Frontieres (MSF). We use the containers for stocking the out-of-season clothes and part of our stock of shoes.

Our main aim is to provide a minimum of **two sets of clothes to each person** each year; one for the cold seasons (winter distribution) and one for the warm seasons (summer distribution). These seasonal distributions remain ongoing for all the new arrivals. When possible, considering the stock and the population of the refugee and asylum seeker community, we try to provide more than one set of clothes for the season, aiming for everyone to have an adequate amount of clothing. To ensure the fairness of the distribution (we distribute to one single service user what we can provide to all the target population of the distribution) we use two programmes; Boxtribute and Google Sheet that allow us to keep track of everything we distribute.

Our second main service is to provide MSF with emergency packs that are distributed by them during the landings which allows new arrivals to be provided with a dry change of clothes.

We are also always ready to answer to specific referrals from other NGOs providing a tailored distribution to each beneficiary when it's necessary.

## **II.IV OTHER SERVICES**

### **II.IV.I EMPLOYABILITY SUPPORT**

Understanding the services SV provides to the community in a comprehensive way, the organisation will also continue supporting people after they are recognised as a refugee. Considering, on one hand, that developing a network of support, finding a job and settling down takes time and, on the other, that the role the organisation has on the island is being a focal point for the refugee community, it is highly important to develop strategies to accompany people after they have received their refugee or protection status.

The Employability Programme will support people in three interconnected interventions to promote integration. Firstly, with the collaboration of other organisations, we will be the link between potential employers and employees. Secondly, the programme will assist people to prepare their CVs, getting their TAX numbers, bank accounts and in the different stages of entering the formal labour market. Thirdly, SV will develop and promote a network with other actors on the island with the aim of protecting people from the potential risk of exploitation. In other words, the collaboration of organisations and the communication with the future employers will allow SV to support people who are on the island as a reference if their labour rights are not being guaranteed.

### **II.IV.II VACCINATION SUPPORT**

Everyone should have access to the Covid-19 Vaccine. Vaccination is key to ending the pandemic, which has disproportionately affected people living in camps. This is why SV began providing assistance for people to get vaccinated against Covid, by booking and transporting people to their vaccination appointment.

# III.HOW OUR ACTIVITIES ARE ORGANISED

## III.I WEEKLY SCHEDULE

Until May 2022, we used a daily schedule. Since the situation on the ground has become more stabilised, there was an increased demand to have more predictability in regard to volunteer shift patterns. Therefore, we are currently working with a weekly schedule that details our activities. The Volunteer Coordinator, with the support of a volunteer, is responsible for the creation of this schedule each Friday afternoon, and volunteers are expected to pass on requests for the following week by Thursday.

		WEEKLY SCHEDULE 25th of July- 29th of July 2022														
		MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY		
		ROOM 1	ROOM 2	OTHER	ROOM 1	ROOM 2	OTHER	ROOM 1	ROOM 2	OTHER	ROOM 1	ROOM 2	OTHER	ROOM 1	ROOM 2	OTHER
Classes & Activities	Classroom 1															
	Classroom 2															
Reception Shifts	08:00-12:00	Alpha Captain	Support		08:00-12:00	Alpha Captain	Support		08:00-12:00	Alpha Captain	Support		08:00-12:00	Alpha Captain	Support	
	12:00-16:00	Michael, Tommy	Carolee		12:00-16:00	Michael, Eleanor	Carolee		12:00-16:00	Michael, Eleanor	Carolee		12:00-16:00	Michael James, Adam, Tommy	Michael James, Adam, Tommy	
Alpha Center	Admin	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
	Meetings, Events & Trainings	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
Alpha Land	Classes & Activities	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
	Shifts	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
Distribution Team @ Warehouse	Shifts	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
	Laundry Team @ Laundry	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
Car Schedule	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00	08:00-12:00
	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00	12:00-16:00

## III.II WHATSAPP WORKING GROUPS

Until May 2022, Samos Volunteers used Facebook Messenger as their main communication channel within the team. However, this proved to be revealing too much personal information, so we are currently using WhatsApp to communicate.

- **SV Reports & News:** for schedule and updates about all the projects
- **SV Dream Team:** social group
- **SV External Volunteers:** for matters only related to external volunteers
- **SV Community Volunteers:** for matters only related to community volunteers
- **SV Housing Groups:** for matters only related to the two SV houses
- **SV Teachers:** for communication between teachers and the Education Coordinator
- **SV Cars:** for planning the use of the SV cars

- **SV Finances:** for recording the spending with the cards
- **SV Employability team:** for communication between the members of the employability team
- **SV Field Coordinators:** for communication between the coordinators
- **SV Log team:** for communication between the members of the logistics team regarding laundry, distribution and general logistics

For communication with the board, Messenger is still used.

## IV. REMINDERS - RRR

SV keeps the following reminders in mind throughout our work here. Volunteers are reminded of these at the start of each Weekly Meeting:

**R: Read the Schedule** – thoroughly and every day, even when activities are largely the same each day;

**R: Reach Out** – if you need support, extra resources, or have any questions;

**R: Be Reachable** – ensure that you have data, a charged phone, and are checking your messages regularly.

## V. WORKING LOCATIONS

SV's work is focused over 4 key locations: Alpha Centre, Alpha Land, the Laundry Station and the Warehouse.

## VI. MOVING FORWARD - OUR SERVICES IN 2022

It is important that SV stays focused as an organisation. Adding extra major services beyond what is marked out in the 2022 Strategic Plan must be signed off on by the Board of Directors. Our ability to provide these services are subjected to external factors such as Covid-19 restrictions, funding, organisations leaving due to the opening of the new CCAC and low population numbers, and natural disasters. Should these factors prohibit us from running the above services properly, we will adapt our services to the needs of the refugee and asylum seeker community living on Samos as far as possible.

# STRATEGIC PRIORITY 2: OUR PEOPLE



SAMOS VOLUNTEERS

## PRIORITY 2: OUR PEOPLE

I. Introduction	22
II. Diversity, Inclusion and Welfare	22
II.I Recruitment	22
II.II Inclusion on the Ground	22
II.III Welfare on the Ground	23
III. Current Organisation Structure	23
III.I Organisational Chart	23
III.II The Board of Directors	24
III.III Project Manager	24
III.IV Field Coordinator Team	24
III.IV.I MHPSS Coordinator	24
III.IV.II Education Coordinator	25
III.IV.III Logistics Coordinator	25
III.IV.IV Volunteer Coordinator	26
III.IV.V Communications and Advocacy Coordinator	26
III.V External Volunteers (Once Accepted)	27
III.V.I Pre-Arrival	27
III.V.II Code of Conduct	27
III.V.III Arrival Pack	27
III.V.IV Volunteer Housing	28
III.V.V House Captains	28
III.V.VI Meetings and Forums	28
III.V.VII Welfare for Volunteers	29
III.VI Community Volunteers	29
III.VI.I Terminology	29
III.VI.II Code of Conduct	29
III.VI.III Community Volunteer Programme	29
III.VI.IV Community Volunteer 1:1	29
III.VI.V Community Volunteer Forum	30
III.VI.VI What we Offer to Community Volunteers	30

III.VII Local Volunteers	30
III.VII.I Terminology	30
III.VIII.I Important Additional Documents	30
III.VIII.I For Coordinators	30
III.VIII.II For External Volunteers	31
III.VIII.III For Community Volunteers	31
III.VIII.IV Additional Resources	31
IV. Volunteer Pathway	32



## I. INTRODUCTION

Our people are the backbone of our organisation. This document outlines the current organisational structure of SV, and charts the journey of a volunteer in working with us. It outlines the ways in which SV can best support the welfare and development of our people in all stages of volunteering, as well as our priorities with regards to people management.

## II. DIVERSITY, INCLUSION AND WELFARE

### II.I RECRUITMENT

In 2022, diversifying our pool of potential volunteers and coordinators is one of our objectives. This goal will be achieved by adapting the different steps of our recruitment process:

#### Research

Speaking to community organisations to learn about the networks we are targeting.  
Identifying the barriers for volunteers from different cultures and analysing how we can reduce them.

#### Website

Encouraging volunteers from diverse backgrounds to support us through more targeted skills-based recruitment (e.g. asking for volunteers who speak specific languages). We will also release a Diversity and Inclusivity statement and amend our FAQs and website to address issues of potential exclusion.

### II.II INCLUSION ON THE GROUND

With a diverse range of people comes a diverse range of needs on the team, which we will strive to take into consideration. We aim to create a sense of belonging within the team, make sure volunteers don't feel excluded, develop a culture of awareness of diverse needs and work to address them. We want to develop a culture of open discussion about how volunteers' backgrounds, culture and race impact their experience on Samos and with SV. Specifically, we aim to develop anti-racism training, and celebrate the diversity of our team.

## II.III WELFARE ON THE GROUND

Working in a humanitarian setting implies being in contact with people who have suffered traumatic experiences and whose current living conditions and immigration status are precarious, which has a noticeable impact on the ones providing relief. This may contribute to developing a secondary traumatic stress or compassion fatigue, worsening the professional response and the quality of life of the people that work with SV. That is why the organisation has decided to have external supervisions for coordinators. This proposal is based on three main issues that are oriented to strengthen the sustainability and cohesion of the coordination team.

On the one hand, counting on external supervisions which can support the coordinators in their role from an educational perspective aimed to enhance good practices and, on the other hand, promoting the coordinators' wellbeing and mental health will encourage the sustainability and solidity of the SV team. The objective of this year is to begin a process where supervision, reflection and discussion is essential.

## III.CURRENT ORGANISATIONAL STRUCTURE

### III.I ORGANISATIONAL CHART



## **III.II THE BOARD OF DIRECTORS**

The Board of Directors is made up of six people, representing co-founders and volunteers involved in shaping the organisation from its inception. Located externally, the board is responsible for the governing of the organisation and approval of an annual strategic plan to be drafted and implemented by the Project Manager and the coordinators on the ground in Samos. Any strategic decisions or changes to the plan are to be approved by the Board of Directors.

## **III.III PROJECT MANAGER**

The Project Manager oversees the operations of SV on the ground, and guides the organisation to achieve the objectives set out in the strategic plan. The Project Manager acts as a conduit between the Board of Directors and the Field Coordination Team.

The Project Manager works closely with the Field Coordinators, and is ultimately responsible for decision making across the respective coordination areas. The Project Manager chairs the weekly team meeting, as well as the weekly Field Coordinators Meeting and is also responsible for the safety and emergency management on the ground. The Project Manager is also the primary point of contact for other actors.

## **III.IV FIELD COORDINATION TEAM**

The Coordination Team implements our vision and goals. Working across our three strategic priority areas – Our Services, Our People, and Our Organisational Sustainability– the team is responsible for ensuring that our organisation functions on a daily basis on the ground on Samos. Coordinators sign up for a commitment of 6 months, with the possibility of extension.

### **III.IV.I MHPSS COORDINATOR**

The MHPSS Coordinator is responsible for implementing our community based approaches to protection & psychosocial support; keeping an overview of and implementing policies to ensure our organisation and locations are safe places for our volunteers and service users, overseeing the implementation of our psychosocial support projects and supporting our volunteers in taking a sensitive and a trauma informed approach; overseeing the Samos LGBTQ+ Group projects and overseeing the shifts and operations in our community centre.

The MHPSS coordinator supports the team in the overall running of SV, making sure a mental health and psychosocial perspective is part of all activities and decisions. The MHPSS Coordinator ensures that our operations stay aligned with our community based values striving for the participation of the community as the leading force.

### **III.IV.II EDUCATION COORDINATOR**

The Education Coordinator works to ensure the quality and consistency of the educational programme (both in Alpha Centre and Alpha Land) offered by SV. This involves working with the Volunteer Coordinator to ensure a constant number of teachers are on the ground at all times, overseeing the handover of classes when volunteers leave, and providing teacher training and support. It also involves chairing the weekly teacher's meeting, as well as managing student numbers, class sizes, scheduling issues and coordinating any new initiatives with teachers and the Volunteer Coordinator. Moreover, the Education Coordinator helps to develop the types of classes offered depending on the needs and suggestions of the students.

### **III.IV.III LOGISTICS COORDINATOR**

The Logistics Coordinator is responsible for the daily management and running of the laundry station. This includes the training of new volunteers and making sure the laundry bags are picked up from and dropped off to Alpha Centre and Alpha Land. It also includes ensuring that machines are functioning well, supplies are up to date, and the space is organised and clean. The creation and sharing of regular logistical statistics are also part of this role.

The logistics side of this role involves ensuring that the SV cars are regularly serviced, inventory management, security and the storage of donations. It also involves training new volunteers in the sorting and organising of stock and donations, as well as liaising with partner organisations carrying out regular distributions to provide support whenever resources are available.

The Logistics Coordinator is responsible for the daily management and running of the NFIs distribution. This includes: finding the stock, storing the stock, and distributing the stock. That concretely means:

- 1) Determining how large the population is that will receive the clothes distribution.
- 2) Deciding what will be distributed.
- 3) Identifying how many clothes are needed for the distribution considering the clothes already stored in the warehouse.
- 4) Sending the clothes needs list to the NGOs that are providing other NGOs with donations of NFIs.
- 5) Storing the clothes in a rational and organised way that will make the distribution and the stock checking easier (using tools like Boxtribute).
- 6) Starting the distribution, giving the same amount of clothes to all the beneficiaries.
- 7) Planning the next distribution.

### **III.IV.IV VOLUNTEER COORDINATOR**

The Volunteer Coordinator is responsible for the management of all volunteer applications, including conducting interviews, providing a point of contact before volunteers reach Samos and providing induction sessions upon their arrival. It also includes responding to general enquiries in the admin email account.

Overseeing the creation of a weekly schedule of activities is also a major part of this role, as well as checking that there are enough volunteers trained across all areas at all times, and that cancelled shifts are covered in a timely manner to ensure the smooth running of activities.

This role also involves overseeing the volunteer journey from a volunteer's first contact to when they stop volunteering at SV, at which point, the volunteer transitions to an 'alumni'. The management of the volunteer alumni is the responsibility of the communications coordinator. The Volunteer Coordinator is also partly responsible for overseeing the welfare of volunteers on the island and shares this responsibility with the MHPSS Coordinator. This includes supporting volunteers' general wellbeing, providing advice with boundary issues, and responding to breaches of the Code of Conduct as part of the Volunteer Committee.

### **III.III.V COMMUNICATIONS AND ADVOCACY ACOORDINATOR**

The Communication and Advocacy (C&A) Coordinator leads on the SV advocacy strategy that aims to continue raising awareness about the situation on Samos and work with other NGOs to collectively design and implement targeted advocacy to governmental and EU levels. The C&A Coordinator is responsible for creating content and managing the social media platforms, SV website and external communications with journalists, academics and researchers.

The C&A Coordinator is responsible for the management of the SV online presence, especially social media. This work should be done with four primary goals in mind: advocacy and campaigning, organisational updates, fundraising and the recruitment of new volunteers.

This role also includes updating all SV social media 2-3 times per week, increasing the visibility of SV through social media channels (maintaining SV's professional outlook and image), managing replies to communication contacts, writing and designing the SV monthly newsletter.

Another key responsibility of this role is managing contact with the media journalists, academics and researchers - acting as the spokesperson for SV. This involves responding to the initial contacts, explaining SV's work and goals, as well as facilitating meetings with the appropriate coordinators or the Project Manager. It is not just about maintaining and responding, but also proactively expanding and developing SV's relationships with the media.

It is important that the community themselves shape and determine advocacy strategies and outcomes. The C&A Coordinator designs and promotes participatory research so that our advocacy and communications amplifies and platforms the voices of those with lived experience, whilst always prioritising the safeguarding of the community.

The C&A Coordinator is also responsible for overseeing the tasks of the Fundraising Manager and supporting where necessary.

## **III.V EXTERNAL AND LOCAL VOLUNTEERS (ONCE ACCEPTED):**

### **III.V.I PRE-ARRIVAL**

All external volunteers are sent a pre-arrival pack before they come to work with SV. This pack helps them familiarise themselves with the work that SV does, provides context, and sets expectations. Where possible, it also encourages volunteers to set up support networks with people back home before they come to Samos which we have found to be valuable for those working in a challenging, hostile environment.

This pack also offers some advice for pre arrival fundraising, should the volunteer choose to raise some money for SV before arriving. It also includes short training modules to be undertaken before arrival on Samos.

### **III.V.II CODE OF CONDUCT**

All volunteers must agree to and sign our Code of Conduct at the start of their time with SV. This Code of Conduct is the same for community volunteers, local volunteers, external volunteers and coordinators. Breaches of the Code of Conduct are taken seriously and there is a series of warnings that eventually lead to a volunteer being asked to stop working with SV should behaviour persist or a grave breach of the Code of Conduct is committed.

### **III.V.III ARRIVAL PACK**

All external volunteers are provided with an Arrival Pack after their Induction with the Volunteer Coordinator. It provides further context of our work, offers welfare tips and the contact details of support networks.

### **III.V.IV VOLUNTEER HOUSING**

SV currently leases two houses within walking distance of the Alpha Centre. External Volunteers share the cost of these houses, at a rate of 150 euros each month. Coordinators do not pay for accommodation as this is considered part of their benefits for committing to volunteering with SV for a prolonged period. These houses are referred to as SV2 and SV3. Each house functions a little differently, but there are house rules and cleaning is shared between the volunteers at each house.

### **III.V.V HOUSE CAPTAIN**

Each SV house has a House Captain. This volunteer is responsible for welcoming new volunteers who come to live at the house, providing them with a tour and helping them to settle in. The House Captain is also responsible for organising house meetings, cleaning rosters, and any decisions undertaken by each house.

### **III.V.VI MEETINGS AND FORUMS**

Our activities are made possible by regular meetings for each major activity. Additionally, every Thursday afternoon the entire team comes together for a Team Meeting to share updates about our activities. This meeting is chaired by the Project Manager and minutes are taken by one of the coordinators.

Next to this weekly team meeting, there are additional forums, which are held depending on the need and availability of the team. On average, once a month there is an External Volunteer Forum, a Community Volunteer Forum, a Reflective Space for external volunteers, a Reflective Space for community volunteers and a Reflective Space for Coordinators.

External volunteers and community volunteers face very different situations during their time on Samos. In order to provide the necessary space for both perspectives to be fully heard and understood, a forum with only community volunteers and a forum with only external volunteers was created. This forum is a safe-space for the volunteers to share ideas and concerns regarding the practicalities of working for SV and living on Samos.

We want to promote a culture of learning and reflection in the team. Working on Samos is fluid and complex and the reflective space is a chance to think deeper about certain situations, challenges and perspectives. The reflective space is a guided discussion with both individual, small group and team reflective activities. Because we acknowledge the different challenges we face, we hold separate sessions for external volunteers, community volunteers and the coordinators team.



### **III.V.VI WELFARE OF VOLUNTEERS**

The welfare of our volunteers is paramount. The MHPSS Coordinator works closely with the Volunteer Coordinator to ensure the wellbeing of our entire team. The Volunteer Coordinator conducts “1 week chats” a short time after each volunteer has started with SV, to check in and answer any questions volunteers may have. When volunteers are settled, they have a monthly check-in with one of the coordinators. Additionally, volunteers are invited to a “leaving chat” where they are able to provide feedback on their time with SV, and receive their Departure Pack, including welfare advice on leaving Samos as well as informational materials for presentations or fundraising.

### **III.VI COMMUNITY VOLUNTEERS**

#### **III.VI.I TERMINOLOGY**

Community Volunteers should be referred to as Volunteers unless there is a specific need to distinguish between community, external or local volunteers.

#### **III.VI.II CODE OF CONDUCT**

Community volunteers work with SV under the same Code of Conduct, and receive the same amount of warnings for Code of Conduct breaches as external volunteers.

#### **III.VI.III COMMUNITY VOLUNTEER PROGRAMME**

As an NGO operating a community centre, we are committed to engaging as many volunteers from the community as possible. Alpha Centre and Alpha Land are spaces for community members to share their skills and practice their talents. We want to be an organisation that works with the community, for the community. Our team consists of a large group of community volunteers, supported by a smaller number of external volunteers and the coordination team. As far as possible, our activities and services are led by volunteers from the camp community and supported by the external volunteer group.

#### **III.VI.IV COMMUNITY VOLUNTEER 1:1**

1:1 sessions provide a space to discuss how community volunteers feel working with SV, offer any feedback, ask questions, and seek advice. It is also an opportunity to discuss professional development and specific aims or goals that the volunteer may have while working with SV. The Community Volunteer Development Portfolio can be used to guide the supervision sessions. 1:1 sessions are held once a month by one of the coordinators.

### **III.VI.V COMMUNITY VOLUNTEER FORUM**

Community Volunteer Forums are held periodically. They provide a space for the coordination team and community volunteers to meet and discuss any issues, questions or suggestions that community volunteers have. It is a space for discussion and should be open and non-judgmental. This is not primarily a meeting for decision making, but rather a forum for listening and discussion.

### **III.VI.VI WHAT WE OFFER TO COMMUNITY VOLUNTEERS**

- **Food:** a gift voucher for the Lidl for €40 a month for full time community volunteers who work at least one shift a day (Monday to Friday)
- **Laundry:** every community volunteer can wash unlimited bags of laundry each month
- **WiFi:** within Alpha
- **Monthly team building activity:** along with entire SV team
- **Daily bus tickets** to come from CCAC Zervou to Vathy and back
- **Quiet Area and the office:** all community volunteers can use the quiet area and the office to eat lunches, work or relax as long as they are mindful that primarily it is a working space
- **Facilitating referrals** to other NGOs support
- Monthly **phone credit**
- **CV** writing advice
- **References**
- **Relevant professional training**

## **III.VII LOCAL VOLUNTEERS**

### **III.VII.I TERMINOLOGY**

Local volunteers are volunteers whose life is based on Samos. In 2022, we will continue and expand our recruitment strategy to include more local volunteers from Samos or from Greece.

## **III.VIII IMPORTANT ADDITIONAL DOCUMENTS IN REGARDS TO STRATEGIC PRIORITY 2: OUR PEOPLE**

### **III.VIII.I FOR COORDINATORS**

- Code of Conduct
- Volunteer Agreement
- Coordinator MoUs

### **III.VIII.II FOR EXTERNAL VOLUNTEERS**

- Code of Conduct
- Volunteer Agreement
- Pre-Arrival Pack
- Pre-Arrival Training
- Arrival Pack
- Departure Pack
- Fundraising Pack

### **III.VIII.III FOR COMMUNITY VOLUNTEERS**

- Code of Conduct
- Volunteer Agreement
- Community Volunteer Pack
- Community Volunteer Development Portfolio

### **III.VIII.IV ADDITIONAL RESOURCES**

- Volunteer Training Pathway and Handouts
- Definition of a Service user
- SV Decision Making Structure
- Decisions that Require Referral to the Board

## IV. VOLUNTEER PATHWAY

### TRAININGS AND WORKSHOPS

Over the next two weeks you will participate in a number of trainings and workshops, depending on your responsibilities:

1. Alpha induction
2. Community Based Approach Training
3. Protection Training
4. Legal Workshop
5. Women's Space Induction
6. Laundry Induction
7. Education Induction
8. First Aid Training
9. SGBV Training

If you feel the need for an extra training to be repeated, please approach us at anytime.

### YOUR FIRST DAY AT SV

Welcome to SV! In the General Induction, our Volunteer Coordinator will explain you everything about our different location we work from, our services, the team and the current situation on Samos.

### TEAM MEETING

In the weekly team meeting, you come together with the entire SV team. Following a set agenda, brief and the most important updates from all of SV's services and the operational environment are shared. It's a dynamic, straight-forward and a **purely informative** meeting, usually opened with a ridiculous game and followed by a Deep Clean of the Alpha Centre

### FOLLOW-UP CHAT

The Volunteer Coordinator follows up with you approx. two weeks after the induction. In a casual chat we speak about **your experience so far** and where there might be discrepancies of what you have expected and what you're actually doing.

### MONTHLY CHAT

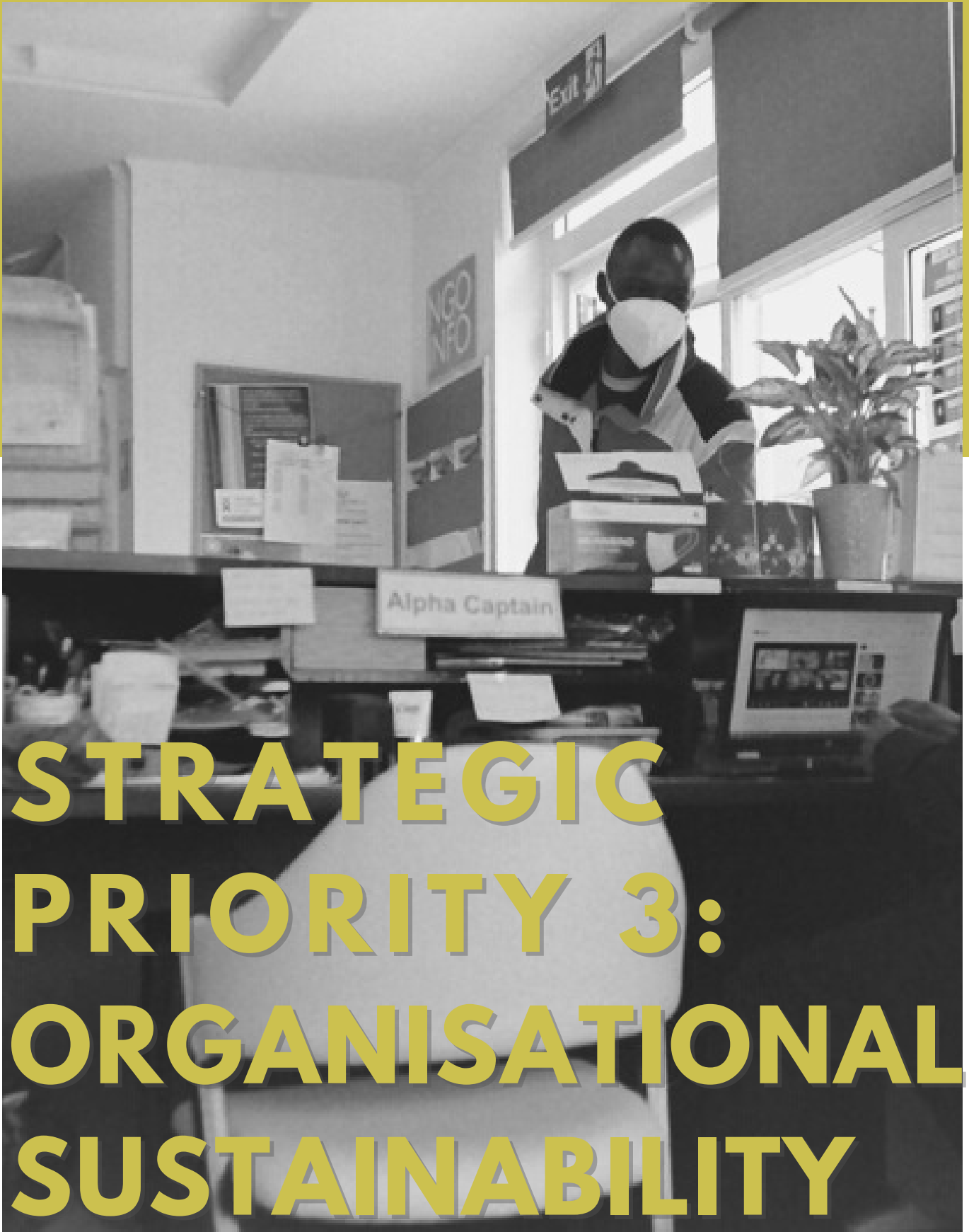
The monthly chat is part of SV's welfare strategy and an opportunity for one of the coordinators to **check in with you on your mental and emotional well-being**, as well as with **your satisfaction regarding your day-to-day tasks and responsibilities**. Together with the coordinator you reflect on the past weeks and about what went well and what didn't, what you think we could improve as an organisation or what you really like about us. If you have complaints, this is a good place to share them. However, urgent complaints should be shared ASAP with a coordinator of your choice

### VOLUNTEER FORUM

External volunteers and community volunteers face very different situations during their time in Samos. In order to provide the necessary space for both perspectives to be fully heard and understood, a forum with only community volunteers and a forum with only external volunteers was created. Taking place **once a month**, this forum is a **safe-space for you to share ideas, feedback and concerns regarding the practicalities of working for SV and living on Samos**. It's also a place for you to ask more in depth questions about the general situation.

### REFLECTIVE SPACE

We want to promote a culture of learning and reflection in the team. Working in Samos is fluid and complex and the reflective space is a **chance to think deeper about certain situations, challenge perspectives**. The reflective space is a **guided discussion** with both individual, small group and team reflective activities. Because we acknowledge the different challenges we face, we hold separate sessions for external volunteers, community volunteers and the coordinator team.



# STRATEGIC PRIORITY 3: ORGANISATIONAL SUSTAINABILITY



SAMOS VOLUNTEERS

## **PRIORITY 3: ORGANISATIONAL SUSTAINABILITY**

I. Introduction	35
II. Advocacy and Communication	35
II.I Developing a Solid and Active Advocacy Strategy	35
II.II Diversifying the Audience and Content of our Communication and Advocacy	35
II.III Maintaining and Growing SV's Advocacy Network	36
III. Fundraising Through Grants	36
IV. SV Relevance in Samos Activities	37
V. Final Summary	38

## I. INTRODUCTION

Our Organisational Sustainability is defined in this context as the work that needs to happen to ensure that SV can continue to exist as an organisation.

It should be explicitly stated that SV is an organisation that would ideally not need to exist. The organisational sustainability detailed here is to meet the needs of an organisation that hopes to one day not be needed.

## II. ADVOCACY AND COMMUNICATION

### II.I DEVELOPING A SOLID AND ACTIVE ADVOCACY STRATEGY

SV does not affiliate with any political party, institution or authority—but it does have a responsibility to witness human rights abuse and the disrespect of human dignity. SV does not express a political orientation in the sense of alignment or opposition with a national or international governmental body—but it does hold a political stance in terms of desired policies and the governance of migration reception.

### II.II DIVERSIFYING THE AUDIENCE AND CONTENT OF OUR COMMUNICATION AND ADVOCACY

In order to ensure the organisation's outreach with a broader and more diverse audience, SV communication and advocacy should prioritise the diversification of content and framing. This will be achieved by exploring different sources and platforms, engaging more diverse groups and championing inclusion through our communications channels.

The focus of the C&A Coordinator, with regards to this objective, should be to ensure the radical inclusivity and non discrimination of peoples' countries of origin, ethnicity, income and economic situation, physical ability, religion, sexual orientation and gender identity.

For example SV should make use of inclusive language in all communication (i.e. the use of the pronoun "they"), and equally celebrate festivities and anniversaries from different cultures.

Our advocacy work will not only stand against racism and white-saviourism but actively promote and give a platform to a diverse range of people, especially people in the refugee and migrant communities and local Greek people. We recognise that a lot of our advocacy work is with previous volunteers, a relatively homogenous group of people, and we would like to engage a wider range of people. This can be achieved by reviewing and potentially using partnerships with community organisations to reach networks outside of our own.

## II.III MAINTAINING AND GROWING SV'S ADVOCACY NETWORK

The Communications and Advocacy Coordinator is responsible for planning and delivering advocacy campaigns that reflect the realities and perspectives of those in refugee and migrant communities living on Samos. This can be in the form of online campaigns, articles, creative newsletters or policy briefs targeting governmental/EU levels. The advocacy and campaign work of SV has the aim of disseminating information on Samos, countering the narratives that dehumanise displaced communities and advocating for fairer, humane and dignified migration reception and policy.

It is important that the community themselves shape and determine advocacy strategies and outcomes. The C&A Coordinator should design and promote participatory research so that our advocacy and communications amplifies and platforms the voices of those with lived experience, whilst always prioritising the safeguarding of the community. Alpha Centre is a place of trust for the community - it is important that people feel that they can share their perspectives in this safe space and confident that their experiences will be included in advocacy efforts if the individual wishes.

The C&A Coordinator should maintain and grow SV's contact database, including relationships with various organisations, researchers, journalists and activists. The C&A Coordinator is responsible for representing SV within national and international advocacy networks (such as the Advocacy Working Group and Europe Must Act). As an individual, the C&A Coordinator is encouraged to be an active member of the Samos Advocacy Collective and bring knowledge and insight to the group.

## III. FUNDRAISING THROUGH GRANTS

Since there is a relatively low number of people living in the CCAC, the overall situation on the island has become more stable than it ever was. At the same time, many other organisations have left the island and as a result, SV expanded their services to fill gaps created by this. At the end of 2021, one of our main donors unexpectedly was not able to provide us with the usual funding and generally there has been a decrease in interest of private donors. We believe this is most notably due to the Covid-19 pandemic. Because of this, it is important for SV to expand our grant research and fundraising efforts, in order to diversify our income streams and have a stable financial situation. As an outcome of these efforts, we can offer more benefits to our team, which will result in less turnover of volunteers, a higher level of professionalism and more organisational sustainability.

Therefore we created a new Fundraising Manager position. This person will focus on carrying out the preliminary research and looking for grants which are suitable for SV to apply for. Then, the Project Manager will draft the grant proposals and, if accepted, the narrative and financial reports.



## IV. SV RELEVANCE IN SAMOS ACTIVITIES

### **Samos Advocacy Collective**

The Samos Advocacy Collective (SAC) is a collaborative group of individuals working in NGOs, people at various stages of their asylum process and researchers who monitor the human rights situation on Samos and advocate for change. The SAC was created as an anonymous network to protect individuals and organisations whilst speaking out against hostile migration policies and the institutionalised reception of asylum seekers as well as facilitating a platform in which people in the refugee and migrant communities can share their perspectives and experiences.

### **Samos Coordination Meeting**

Bi-weekly coordinators from all NGOs come together to share updates about their own projects and discuss relevant issues together. Organisations that are currently (June 2022) participating in this meeting are ASF, IHR, HRLP, Just Action, MOTG, SAC, Selfm.aid, Alki Zei, Eurorelief, MSF and SV. This meeting is chaired by the project manager of SV.

## SUMMARY

This Strategic Plan outlined SV's programmes and services, next to the key delivery phases and priority areas over the year 2022.

Strategic Priority 1 focused on Our Services. SV's aim is to strengthen the informal education programme at Alpha Land, to establish a distribution programme in Alpha Centre and to develop and expand the employability programme. Other services, like the Women's Space, LGBTQI+ Support Group and the Laundry Service are ongoing. SV will continue to aim for providing high quality services.

The second Strategic Priority focused on Our People. Key objectives here are to diversify our team of volunteers and coordinators, to improve the coordinators' welfare and professionalism and to promote and strengthen the community's participation in all the programmes of the organisation. This plan included an extensive presentation of the organisational structure and how SV works with their volunteers.

Strategic Priority 3 focused on the sustainability of the organisation. SV strives to increase sustainability by establishing a new fundraising manager role, creating of a grant fundraising strategy and focusing on professionalisation of external volunteers in the recruitment process. Moreover, Advocacy and clear communication remain an important aspect of SV's work.

Samos Volunteers thanks everyone for reading this Strategic Plan. If you are inspired by it to get involved in our work, by volunteering or donating to maintain our services, please visit <https://www.samosvolunteers.org/>.

If you want to get in contact with Samos Volunteers, you are invited to write to [communications@samosvolunteers.org](mailto:communications@samosvolunteers.org).