



## The Team Leader at the ShowerPower Hammam

### Introduction

This document gives a general overview of the Team Leader's tasks. It aims to be a guide to help the Team Leader understanding her assignments and our expectations. Please note that it was not pretended to be limitative.

ShowerPower seeks to help people that are forced to stay on the Greek Islands to regain their sense of dignity. We perfectly realise that we cannot solve the entire 'problem', but we surely want to take part in attempts to provide relief for these people.

ShowerPower is a non-religious non-political foundation. We were founded to help all people regardless of their religion, gender, political opinion, sexual preference or nationality. As a consequence, we expect our volunteers to do their work in strict neutrality and refrain from outings relating or pointing to the issues as mentioned above.

To get to our goals effectively, we focus on running a safe house for women and children, providing a warm welcome and hot shower for our guests.

ShowerPower is not involved in the distribution of goods, medicines or clothes. We maintain a limited stock that we use as a 'first aid kit'. All donations that do not fit in our stock policy are transferred to Attika Human Support to be distributed through their channels.

ShowerPower encourages its volunteers to adopt ShowerPower's donation policy and expect them to seek consult with the team leader and subsequently act in compliance with the team leader's instructions.

ShowerPower seeks to support the Greek shopkeepers by giving them our business. In that light, we ask our volunteers to bring the money rather than the goods if they have the choice.

Electricity is a costly commodity. We invite our volunteers to help us to minimise the use of power where ever possible.

The dispose of wastewater is also costly. ShowerPower has to curb the use of fresh water at any time. For the same reason, we limit the use of soap and detergents to the absolute minimum.

ShowerPower respects the privacy of the visiting ladies and children and urges volunteers to refrain from taking or publishing pictures of the visitors at the ShowerPower House.

### The Team Leader

#### **deserves**

- the freedom to manage the ShowerPower House compliant to ShowerPower's mission statement and any other given directions
- a 24/7 support from the ShowerPower staff
- weekly evaluations with her supervisor
- free housing at the ShowerPower House

#### **is expected**

## continued

- first of all, to be the ‘youth hostel’'s father and mother’ in person
- to keep and promote a peaceful atmosphere at all times
- to act with the volunteers as a 'primus inter pares'
- to take care of the volunteers by facilitating their work and coaching them to cope with the difficulties of working for refugees
- to protect the ideas of the ShowerPower Foundation
- to maintain and manage the good relations with the neighbours, the landlord, the authorities and other actors in the field
- to economically use the ShowerPower resources (goods as well as money) to put these resources to work for the benefit of the guests
- to keep account of the cash donations (payments for housing and board included) and expenses by submitting the scanned receipt or invoice to [cashshowerpower@gmail.com](mailto:cashshowerpower@gmail.com)
- to account for any bank withdrawal or use of the bank card by submitting a scan of the invoice or, in case of a withdrawal, the bank slip to [showerpowerbank@gmail.com](mailto:showerpowerbank@gmail.com) immediate after each use of the bank card
- to run the house in a way that sees to preserve the hygiene and safety for the visitors, volunteers and the house itself
- to arrange the disposal of any waste and the wastewater tanks following the instructions
- to consult the supervisor in case of doubt
- to, last but not east, obey the local law and customs at any time

Both the supervisor as well as the Team Leader signed this document as a token of mutual understanding and their pledge to do the utmost to fulfil each one's assessment

### *practical hints*

*A team leader works alongside the volunteer as a primus inter pares. You are responsible this does not mean that you have to do the work yourself, you may delegate specific tasks to your co-workers.*

*Caring for volunteers - arrange the pick-up and drop-off service well in advance - welcome the incoming volunteers the day before their arrival with a message wishing them a safe journey etc. - add a joining volunteer to the WhatsApp group on the day of her arrival - pay attention to leaving volunteers and underline that we valued their help and their ambassadorship after returning home.*

*Do not change the pattern of the shifts unless you encounter severe disruptions.*

*Contact with controlling authorities: apply the Greek system: always refer to your ‘Boss’*