**Hoolekandeteenused Tartu Laseri Unit**

**Introduction**

Hoolekandeteenused (welfare services) is a state-owned enterprise which provides social welfare services to adults with special needs. The enterprise was established in 2007. The organisation has many different little units.

The goal of the organisation is that the clients have an active and positive day no matter of their age, gender or disability. It provides opportunities for the clients to do activities like walking, games, dancing, singing, art and handicraft. The personnel monitors clients´ health and development, provides medical care, teaches them basic skills and encourages every person to be as independent as they can.

Hoolekandeteenused has been working with volunteers for years. Now there are volunteers at Tõrva, Vääna, Tapa and Karula units. The volunteers can share their experience and thoughts with each other. The organisation can arrange these kinds of communications and gatherings.

**Location**

Tartu Laseri unit is in Tartu, the second largest city in Estonia. Tartu has one of the Northern Europe’s oldest universities and is a home for creative and scientific culture; there is always something from theatre performances to concerts and festivals. Slogan of Tartu is “The City of Good Thoughts”. More about Tartu: https://tartu.ee/en

**Work tasks**

Tartu Laseri unit offers community living service and daily assistance. The unit is designed for clients with a mental disability to feel comfortable. The service has 10 customers. The clients live in apartments, 3-4 people in each.

The unit has 2 workers to support the residents in everyday life activities: cooking, housekeeping, visiting a doctor and public offices, organising free time activities and planning the journey to work. Twice a week they go shopping to buy food for home cooking. The clients participate in public events organized by the local community and private events organized specially for them by the supervisors. The goal is to help the clients to be as independent as possible. The supervisors are working in shifts from 8.00-18.00. From 18.00 – 8.00 they have the phone duty, so the clients can ask help if needed.

The organisation offers supervision and guidance for the volunteer from experienced staff. It also appoints a tutor to monitor the volunteer´s daily duties and deal with task-related issues and questions throughout the project. The volunteer and the tutor discuss together possible activities and compose a working schedule. The organisation also provides an on-arrival training and mid-term evaluation.

The working time will be around 35 hours a week. The volunteer will have 2 days off per week either during business days (from Monday to Friday) or at the weekends and additionally 2 days per month.

Before coming to the service, it is recommended for the volunteer to learn basic Estonian.

**Benefits of volunteering**

* learn to cope with a new language and cultural environment
* learn about Estonian Culture and traditions
* learn about the life of people with special needs and different disabilities
* the experience can help to determine the future field of work

**Requirements for the volunteer**

* Committed to the project and willing to support the clients
* Independent and active, positive, open-minded, flexible and willing to learn
* Reliable, responsible and initiative