

**COPENHAGEN REFUGEE COMMUNITY**

Thoravej 7, ground floor  
DK-2400 Copenhagen NV  
(+45) 32 20 02 25

**INFO@TRAMPOLINEHOUSE.DK**

www.trampolinehouse.dk  
www.facebook.com/trampolinhuset

# HELP DESK VOLUNTEER

**Job description**

The Help Desk in Trampoline House is the reception of the house and is open Tuesdays, Wednesdays, and Fridays from 1–7 pm. As a Help Desk volunteer, it is your job to welcome every person, who comes through the door, and answer whatever questions they might have or help them find the class or staff member they are looking for. Some people are longtime members of Trampoline House and already know the house. Still, they might need help translating a letter from the authorities or printing and mailing documents. Some people visit the house for the first time and need a general introduction to the house and its programs. The most important thing is that everyone feels welcome in the house.

**Responsibilities**

- Tidy the Help Desk counter before each shift
- Make tea and coffee and place on the Help Desk counter
- Buy sugar and milk if needed
- Make sure there is a 'donation jar' on the Help Desk counter, return it to the staff office at the end of the day
- Write the program of the day, including cancellations, on the black board next to the Help Desk counter
- Greet and redirect visitors so they do not go into the CAMP office
- Answer questions and help members with practical things
- Introduce new people to the house and its programs

**Requirements**

- Communicative skills
- English skills (Danish skills are also an advantage)



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**Good advice**

Expect a lot of miscellaneous tasks, for instance laminating, socializing, help with transport tickets, personal assistance, etc.

**If you have any questions**, please email them to [volunteer@trampolinehouse.dk](mailto:volunteer@trampolinehouse.dk)

*Trampoline House is an independent community center that provides refugees and asylum seekers in Denmark with a place of support, community, and purpose. Many different people with varied life experience make up the house – all united by the desire to better the living conditions of asylum seekers and refugees in Denmark. Trampoline House encourages all qualified applicants regardless of gender, sexual orientation, age, race, ethnic origin, and religion to apply for the position.*