

About UK Emergency Support Services

UK Emergency Support Services (UKESS), is a registered 'Not For Profit' organisation with wholly charitable purposes. UKESS is headed up by our Managing Director, Mark Hills and was launched in June 2018 with its principle aim to provide reliable and effective practical aid and support to Front Line Emergency Services, Local Authorities and Communities in the event of National Crisis, Public Emergency and Major Incidents.



In addition to our principle aim, UKESS provide Training, Event and Medical Services, Community Education and Welfare Services.

First Aid/Medical Team Volunteer - Role Description

Role	First Aid/Medical Volunteer (All Clinical Levels)
Location(s)	Northamptonshire / Leicestershire
Responsible to	Training and Events Manager
Application deadline	Ongoing

Role Summary

First Aid is acting as an immediate care giver, ensuring patient safety and if possible stabilising a patient until further clinical help arrives. As a volunteer, working as part of our Medical Team, you will ensure the highest level of care is provided to the people attending or participating in private or public events. As a Medical Team Volunteer, you will be responsible for providing medical services, working to your clinical level and scope of practice to UKESS clients.

You must be at least 18 years of age to apply for this role.

Duties and Responsibilities

- Providing medical care commensurate with your level of professional training
- Provide assistance to colleagues, Healthcare Professionals and the wider emergency services where needed
- Assisting as necessary with the movement of equipment or materials during set up and break down of events
- Ensure that all equipment used is fit for purpose, cleaned and stored in accordance with procedures
- Using communication equipment, if required, in accordance with UKESS guidelines
- Follow all other policies and procedures as implemented within the organisation
- Have due regard to patient confidentiality at all times
- Attend any training as deemed appropriate by UKESS to maintain competency and personal development for the role
- Act in a professional manner at all times whilst representing UKESS, adhering to the staff code of conduct
- Maintain a high standard of appearance, fitness for role and wear the UKESS Uniform with pride ensuring compliance with the standards of dress policy.
- To carry out any other reasonable duties as required by the role.

Qualifications, Skills and behaviours you will need

- Hold a minimum of a current First Aid at Work certificate (FAW)*
- Capable of undertaking a lift test and a Basic Life Support (CPR) Competency assessment
- Excellent interpersonal skills with the ability to communicate effectively at all levels
- Positively represent UKESS and yourself by delivering a high standard of treatment, care, empathy and customer service at all times
- Ensure a smart image and appearance at all times, adhering to the standards of dress policy
- Ability to make balanced decisions and keep calm in an emergency situation
- Ability to maintain a professional approach to confidential and sensitive information
- Ability to use initiative and work independently without direct supervision
- Ability to follow instructions and understanding the importance of thorough and accurate reporting
- Identify and escalate any potential issues to senior staff
- Willingness to travel to multiple locations where needed and work flexibly on weekdays, evenings and weekends is desired
- Ability to complete paperwork that is accurate, legible and allows continuity of care
- Ability to verbally defuse hostile situations

**To volunteer with our Medical Team, you will be required to hold a minimum of a First Aid at Work certificate. If you do not possess this and wish to become an Event First Aider/Medic, UKESS can provide Accredited First Aid training and certification at a reduced cost, provided on a contractual agreement basis. Please note that you will not be permitted into the field until you are trained and qualified to the minimum standard required by UKESS.*

Successful Applicants

If you are successful in your application, you will be;

- required to provide a copy of your Enhanced DBS check, or complete an application for one
- required to provide two references
- required to provide copies of any relevant qualifications/certifications you may hold
- required to sign a volunteer, confidentiality, data protection and radio communications agreement
- provided with a full induction and ongoing supervision and support meetings
- provided with relevant training

Commitments

The position is offered on a flexible basis with no fixed term or hours, allowing you to give as much or as little time as you want. Whether your volunteering journey with us is long or short we are transparent about our commitment to you and what we expect from our volunteers.

Our commitments to you

- Reimburse your pre-agreed and reasonable out of pocket expenses
- Provide you with a uniform and Identification
- Provide you with continued support including on a 1-1 basis
- Provide you with training where this is required
- Listen to your feedback and welcome your ideas
- Value your personal contribution
- Keep you connected and up to date
Thank you for the impact you deliver

Your commitments to us

- Respect the boundaries of your role and our code of conduct
- Commit to working to Fundraising Regulator standards and fundraising best practice
- Adhere to UKESS Support Services policies and procedures
- Sign and adhere to a volunteer agreement
- Sign and adhere to UKESS confidentiality and data protection agreement
- Value the contribution of others
- Able to apply disability, equality and inclusion practices
- Contribute positively to our story
- Express your ideas
- Stay connected and up to date

Benefits

This position provides valuable experience for fundraising management and event planning. Volunteers are highly valued members of the UKESS team and family, together we contribute to making a significant difference to UKESS' ability to achieve their aims and objectives.

Volunteering will provide you with an opportunity to;

- make a difference to the lives of others
- meet new people and make new friends
- develop confidence and self-esteem
- feel valued and be part of a team
- develop new skills, knowledge and experience
- build on existing experience and knowledge
- improve employment prospects
- enhance a curriculum vitae (CV)
- gain accreditation

Next Steps

Our volunteer recruitment process is as follows;

- 1) Apply for the role online. Alternatively, you may contact us to request for a paper application to be sent to your address
- 2) You will be contacted by a member of the team to conduct an initial screening
- 3) You will be invited to an informal face to face interview, and skills assessment
- 4) The validity of your qualifications will be verified with the issuing awarding body
- 5) You will be informed of our decision and then invited to attend an induction day, which must be completed before you can be formally appointed as a volunteer for UKESS. As part of your induction day you will be required to provide evidence of your Enhanced DBS check, identification and address verification.
- 6) You will be invited to attend a training day/exercise (if this is required by the role)

Please note: Voluntary roles are not a prelude to paid employment with the organisation. If opportunities for paid employment arise, these will be advertised and volunteers who apply will be considered against the same criteria as other applicants.

Contact Details for recruitment

Contact Name: Mark Punter

Email: mark.punter@ukemergencysupport.org

If you have any questions about the recruitment process for this role you should contact the person above. General enquiries about volunteering can be made by calling **0330 133 0050**.

General Information for Volunteers

Recruitment Methods

To become a volunteer for UKESS you will be asked to complete an application and provide references. Depending on the nature of your role, you may be required to undergo an Enhanced Disclosure and Barring Service (DBS) check. You will also be required to complete an induction day and receive training relevant to your role. You will only be able to begin volunteering once the necessary checks relevant to your role have been completed.

Enhanced Disclosure and Barring Service (DBS) checks

Confirmation of your appointment will be subject to the receipt of a satisfactory Enhance DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

Confidentiality

All information concerning volunteers, employees and patients shall be treated as strictly confidential at all times.

Equal Opportunities

It is the aim of UKESS to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout UKESS.

Data Protection

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Expenses

Volunteering for UKESS should not cost you anything. We will reimburse all legitimate, reasonable and pre-agreed, out of pocket expenses incurred during your volunteering placement with us. You should talk to your appointed manager to confirm what expenses you can claim.

Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended according to the changing needs of UKESS. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process.

Internal Use Only

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Initials	MP
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