



Role Description

Emergency Response Volunteer

Role Emergency Response Volunteer

Responsible to Tactical Operations Manager

Application deadline Ongoing

Role Summary

In accordance with our principle aim, our Emergency Response Volunteers are at the forefront of support work. As a Response Volunteer, you will be in a varied and diverse role each time you deploy on operational duties. The role sits at both ends of the support spectrum, ranging from duties such as staffing access/egress gates in conjunction with the police & fire service to handing out bottles of water, staffing a welfare vehicle, right up to possibly providing hands on support at major incidents. Our community support function will also see deployments where volunteers are assisting with flood preparations and post flood recovery operations, snow cell support and more.

The role is not for the faint hearted; at times it may be physically and emotionally demanding as we deploy in all weathers, 24 hours a day, 365 days a year. At times you will get bored, staffing a gate, but at other times, you will not find the time to be bored as we provide essential support to the wider incident support function.

You will be trained for the role on a progressive basis, allowing you to gain confidence and competence, whilst continually developing your skills and operational capabilities. **You must be at least 18 years of age to apply for this role.**

Duties and Responsibilities

- Provide assistance to colleagues and the wider emergency services where needed, in line with your deployment function
- Assisting as necessary with the movement of equipment or materials during set up and break down of events
- Using communication equipment, if required, in accordance with UKESS guidelines
- Follow all policies and procedures as implemented within the organisation
- Have due regard to patient & client 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
- Maintain a high standard of appearance and wear the UKESS Uniform with pride ensuring compliance with the standards of dress policy, including the correct wearing of personal protective equipment
- To carry out any other duties as required by line management.

Qualifications, Skills and behaviours you will need

- Any operational qualifications such as first aid or higher, search and rescue, flood warden etc **are desirable** but not essential.
- Your life experience, both personal and professional will be of extreme value to this role.
- Excellent interpersonal skills with ability to communicate effectively at all levels
- Positively represent UKESS and yourself by delivering a high standard of 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 of the importance of thorough and accurate reporting
- Identify and escalate any potential issues to line manager
- 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 and service provision
- Ability to verbally defuse hostile situations

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 copies of any relevant qualifications/certifications you may hold
- required to sign a volunteer, confidentiality, data protection and radio communications agreement
- provided with 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.

Benefits

Volunteers are highly valued members of UKESS and contribute to making a significant difference to UKESS' ability to achieve their aims and objectives. You will be provided with comprehensive free training, so you can represent UKESS with confidence.

Volunteering with UKESS 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 part of a team
- develop new skills, knowledge and experience
- build on existing experience and knowledge
- improve employment prospect
- enhance a curriculum vitae (CV)
- gain accreditation

***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: Lauren Harrison

Email: recruitment@ukemergencysupport.org

If you have any questions about the recruitment process for this role you should contact the person above by email. 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

Department	Volunteering HQ Northamptonshire
Initials	MP
Date developed	January 2020
Review Date	January 2021