



Role Description

Welfare Volunteer

Role	Welfare Volunteer
Responsible to	Tactical Operations Manager
Application deadline	Ongoing

Role Summary

UKESS is a provider of practical aid, deploying volunteer responders to support at a myriad of incidents and operational situations. As a welfare volunteer, you will be an integral part of the support that UKESS provides, both to our teams and to members of additional agencies during and post operational deployment.

The role, for which we will train you, provides physical (food, refreshments, health) and emotional welfare support, as well as signposting and referral to ongoing support. Whether you want to be deployed with a response team to an incident, or be part of the post incident care provision, your support will be valuable to the wider team. There will be additional opportunities to deploy to non-emergency operations, providing basic welfare functions to frontline and other agencies. **You must be at least 18 years of age to apply for this role.**

- Duties and Responsibilities**
- Provide assistance to colleague's, emergency service personnel and the wider incident community where needed
 - Carry out welfare duties on operational deployment, such as ensuring responders are looked after and fit for duty
 - Carrying out post operation welfare follow ups via phone calls, emails, text messaging etc.
 - 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 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, 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**
- Any relevant qualifications in counselling, therapy, coaching and mentoring etc. would be valuable for this role but not essential as role specific training will be provided.
 - Excellent interpersonal skills with 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 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 desirable
 - Ability to complete paperwork that is accurate, legible and allows continuity of care for the patient
 - 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
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