**Community Well-Being Volunteer**

**Salary:** Voluntary position (Unpaid)

**Hours:** minimum 8 hours per month

**Contract:** Permanent

**Location:** Greater Manchester Fire and Rescue service – Greater Manchester wide

**Closing date:** Midnight Monday 1st May 2017

Greater Manchester Fire and Rescue Service is one of the largest Fire and Rescue Services in the UK with over 2,000 employees and 41 fire stations. Our purpose is to ensure that we save, protect and improve the quality of life of the people in Greater Manchester. We do that in many ways but supporting our culturally diverse communities of over 2.5m GM residents is at the heart of the service that we deliver and it’s a service that we’re really proud of.

**The Opportunity**

The main role of a Community Well-Being (CWB) volunteer is to visit and support vulnerable people who may be at risk of or experiencing social isolation to them make informed choices about staying well and engaged, and connecting them to support agencies and local organisations in their area.

This is an extremely exciting and satisfying role for those who wish to assist others in need.

**We already visit people in their homes, to improve their lives, now help us make them even better!**

**Who we need**

We are looking for individuals who have a general understanding and awareness of some issues such as

Health and safety and Safeguarding but who also willing to learn new skills.

We need people with great interpersonal skills, who can build rapport with others by making them feel at ease and maintain these positive relationships.

You will be required to successfully complete a 2 day induction training course, undertake further training as and when required and be able to commit to volunteering for at least 2 activities per month.

**Main Responsibilities include:**

* The role of the CWB Volunteer will involve visiting people in their home to discuss support needs, suggesting practical solutions, and signposting to partner agencies. The individual will already be known to the Service via a Safe and Well visit and will have agreed to a further visit.
* During the visit, the volunteer will discuss support needs and highlight areas for improvement in reducing the risks associated with social isolation
* Volunteers will then assist the individual in identifying the most appropriate source of help to refer them to in their local area.
* In most cases **CWB** volunteers will make a minimum of two, and a maximum of four visits to ensure that agreed outcomes are actioned, and the support is being implemented.

**What you will need:**

**Education & Qualifications we need you to hold;**

We do not necessarily ask for any formal qualifications however a good standard of education including numeracy and literacy, GCSE or equivalent is desirable in order to complete the required paperwork before and after visits and to undertake the research required.

**Behaviours we need you to display include;**

**Essential**

* Committed to working within diverse communities
* To maintain strict confidentiality
* Be non-judgemental
* Committed to adhering to the values and behaviours of GMFRS: Honesty, Professional, Inclusive, Respect and Excellence

**Knowledge & Experience we need you to have includes;**

**Essential**

Have a general understanding/awareness of the following

• Health and safety

• Equality and diversity

• Communities within Greater Manchester

• Safeguarding

Willingness to undertake training on

• Fire and community safety

• Safeguarding best practice principles

In return for your efforts we can offer a fantastic working environment with a motivated team who are committed to delivering an excellent service.

**Benefits include:**

Training opportunities

Extensive sports and welfare programme

Flexible volunteering hours