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| **Job Title:** | Community and Support Volunteer | **Date:** | 07/06/2023 |
| **Reporting Line:** | Volunteer Support Officer | **Salary:** | N/A |
| **Team:** | Volunteering | **Business Area:** | Prevention |

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| JOB PURPOSE |
| The GMFRS Community and Support Volunteer is our core volunteer role that sits in the heart of our volunteering programme.  As a Community and Support Volunteer you will be trained to play a key role to help reduce risk of fire, road traffic collisions and water incidents by engaging and educating members and groups in our communities and to support our operational crews, prevention education staff, and our partners.  As a Community and Support Volunteer you will also have the opportunity to attend operational training exercises to support our Crews and other emergency services, by acting as live casualty to help create more realistic and challenging training scenarios.  These exciting opportunities are just the start of your volunteering journey with GMFRS. Once you have completed your core volunteer training and gained experience in community engagement, you will be eligible to develop your Volunteer Skill Level to support the delivery of road and water safety presentations and messages using the latest resources and technology, including virtual reality equipment, or to support the delivery of Home Fire Safety Assessments or perhaps support the delivery of our Equality, Diversity and Equality Strategy.  You will also have the opportunity to apply for other specialist volunteer roles as they become available including, Home Fire Safety, Prince’s Trust Support, Cadet Instructor, Business Engagement and Equality, Diversity and Inclusivity Volunteer roles. |

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| **KEY RELATIONSHIPS** |
| * Volunteer Manager * Volunteer Support Officer * GMFRS Operational crews * Bury Training and Safety Centre * Prevention Education * Other Volunteers * GMFRS Partners * Other emergency services * Greater Manchester Communities |

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| **KEY RESPONSIBILITIES** |
| * + - * To attend community engagement activities to support the delivery of fire, road and water safety education messages and other campaigns to our communities and partners       * To support the promotion and completion of Home Fire Safety Checks       * To Support GMFRS colleagues, firefighters, other volunteers and partner agencies at events as appropriately directed       * Volunteer effectively as an individual or part of a team to provide the best service for our communities       * Be available to volunteer for a minimum of 6 hours or 2 activities a month where opportunities are offered\*       * To complete all corporate, volunteer and role specific training assigned to enable a successful and safe volunteering experience       * To follow direction from the Volunteer Team, onsite activity coordinator or designated lead       * To demonstrate reliability and commitment   \*NB The majority of our volunteering activities are during the day, weekdays, with some opportunities for weekend support at Open Days and Charity Events.  **General requirements**   * Be enthusiastic about GMFRS and Volunteering * To adhere to GMFRS values and behaviors, ethics policies, procedures,   and code of conduct   * To demonstrate support of GMFRS Equality, Diversity and Inclusivity Strategy and activities Demonstrate reliability, punctuality and commitment and actively participate in volunteering events * Be well presented as a representative of Greater Manchester Fire and Rescue Service * To use systems and access information appropriately * To ensure service confidentiality is maintained * To undertake relevant training to support your volunteer role and your own development * To meet the minimum level of commitment to volunteering activities * To act within the boundaries and scope of volunteer roles and responsibilities * To ensure contact information is accurate and up-to-date * To inform the volunteer team where you may be unavailable for volunteering activities for an extended period of time due to holidays, illness or other commitments |

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**   * Previous experience in a community engagement, education or customer facing role an advantage but not a requirement * Experience in presenting information to different audiences an advantage but not a requirement * Experience of working with others to achieve an objective * Confident in engaging and educating our communities and presenting information using a range of resources and technology including VR and online information * Able to communicate clearly with a range of people from different backgrounds and communities; additional languages, including BSL are a benefit but not a requirement * Willing to attend training sessions to learn safety education information and communicate safety advice to different audiences * A UK driving licence. Not compulsory, but you will need to be able to travel to locations across Greater Manchester to attend volunteering activities and training sessions. D1 (minibus driver) on your license is also a benefit but not compulsory. * Able to be part of a diverse team and follow direction   **Skills & Behaviours**   * Reliable, committed and punctual * To confidently attract attention and be engaging to give presentations, information and advice to the public, both individuals or groups at events * Effective communication skills with both external and internal stakeholders * Ability to speak different languages or BSL an asset to the role, but not a requirement * Ability to learn new skills and use of technology to deliver educational information * Ability to follow direction and instructions * Self-motivation and ability to volunteer autonomously with given direction and within the parameters of the role * Ability to work well with others or on tasks alone where appropriate * Ability to be flexible and offer creativity as part of an effective team * Commitment to high standards of customer care, community engagement and public service * Willingness and ability to travel across Greater Manchester where required |

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| **OUR OFFER** |
| * A variety of volunteering roles and activities * Training for roles and activities * GMFRS Uniform and ID badge * Development opportunities * Out of pocket expenses * Support to ensure a positive volunteering experience |

**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As a GMFRS Volunteer you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMFRS Volunteer you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All employees and Volunteers are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerized systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees and Volunteers of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees and Volunteers must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background