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| Role Title: | Community Support Volunteer |
| Hours: | Minimum of 10 hours a month |
| Location: | Birmingham community |

As a Community Support Volunteer you will be supporting the West Midlands Fire Service in the local community to raise awareness of home fire safety and other issues around safety and wellbeing.

Key tasks

- To deliver on 'The welcome to the West Midlands programme'.
- To target individuals within in the Community who are 'hard to reach' and 'hard to influence'.
- Build links between Community organisations and the West Midlands Fire Service, to ensure at risk groups are aware of home safety and promote the services which WMFS offer.
- Deliver leaflets regarding safety and wellbeing initiatives to those areas, individuals or groups who are most at risk.
- Follow up previous leaflet delivery by knocking on doors and promoting the services of WMFS and partner agencies.
- To highlight any concerns within the community in relation to fire hazards and support their removal or reduction.
- To attend events and awareness sessions to promote safety and wellbeing.
- To assist operational crews in completing Home Fire Safety Checks, where cultural barriers or communication difficulties are present.
- To complete Extended Safety Visits for those individuals who are vulnerable and require extra support, signposting to additional services, if required.
- To obtain feedback from local communities in relation to fire safety and how we perform.
- To help develop, design and deliver community safety activities.
- To assist operational crews in local fire safety initiatives, as and when required.
- To assist other departments of WMFS who work with Communities, providing support to their initiatives.
- To act as a visitor guide, in our interactive safety village - Safeside.

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Prevention



Protection



Response

Making West Midlands Safer

WEST MIDLANDS FIRE SERVICE

www.wmfs.net

Volunteer

Role Description

Responsible to:

Volunteers Manager

Hours:

A minimum of 10 hours per month is recommended for this role.

Skills and experience required for this role:

- Good communication and interpersonal skills.
- Ability to work on own initiative, and as part of a team.
- Ability to complete a small amount of written work and complete forms.
- Excellent time keeping and organisational skills.
- Previous experience of safety and wellbeing or working within the community is desirable, however not essential.
- A full, clean UK driving licence and use of a vehicle would be advantageous but not essential.
- Additional language skills would be advantageous however, not essential.
- Willingness to undertake training appropriate to the role.

Training:

Training will be provided to successful applicants. Full details of the training will be provided once you have been accepted onto the scheme.

Criminal Records Bureau (CRB):

Due to the nature of the role, it is likely you will come into frequent contact with those members of the community who are classed as vulnerable adults, and on occasion young persons. Therefore it is a requirement of the role that an Enhanced CRB check is undertaken on all volunteers. A previous criminal conviction does not preclude that a potential volunteer would not be accepted onto the scheme, and an assessment will be carried out on an individual basis, should this be the case.

Uniform:

An I.D. card and uniform will be issued to all volunteers accepted onto the scheme.

