

<b>Role Title:</b>	<b>Visitor Guide</b>
<b>Hours:</b>	Minimum 3 half day sessions per month (Approx 7.5 hrs/month)
<b>Location:</b>	Safeside, West Midlands Fire Service HQ, Vauxhall Road, Nechells Birmingham

**Purpose:** The purpose of Safeside is to inspire people to think and act safely. Visitor Guides are a critical part of the Safeside Team and essential to the delivery of the key safety messages to all Safeside visitors.

**Principal Function:** Based at the Safeside facility you will act as a volunteer visitor guide (Guide) for groups visiting Safeside, taking them through a number of interactive scenarios. Each safety scenario, has its own set of key safety messages. Each visit should take approximately 2 hrs 15 mins per group.

As the Guide, it is your job to ensure that the group (of up to 6 people) you are responsible for leaves having gained a high quality, educational experience where key safety messages are understood and have been taken in by all visitors.

**Duties and tasks:** This list shows the types of duties that may be required.

- Take part in the visitor briefing before the visitors are divided into smaller groups
- Inform, guide, support your group(s) through the Safeside scenarios and the related activities
- Reinforce the safety messages being delivered in each scenario ensuring that

they have been understood and taken in by the visitors

- Answer any questions or deal with queries that visitors may have
- Be responsible for the safety of the your group while they are at Safeside
- Participating in other Safeside activities as and when required
- Promoting Safeside to potential visitors and volunteers
- Participating in relevant training opportunities as and when required

**Reporting To:** Volunteers Manager.

**Dress Code:** Safeside uniform will be supplied which should be worn when volunteering at Safeside. Smart and practical footwear will be required.

**Training:** All volunteers will be required to undertake a one day mandatory training course which includes:

- Safeside Induction
- Health and Safety
- Rights and Responsibilities
- Child Protection
- Scenario Training



Prevention



Protection



Response

You will also receive further training in customer care, operational procedures and the content and delivery of the education packages and scripts for each of the scenarios. This will include training techniques and tips, and the order and timings of the visit.

You will receive practical support and ongoing training to help develop your delivery skills using the following methods:

- support to learn the education packages and scenario scripts
- the opportunity to shadow and watch other experienced guides deliver tours
- the opportunity to lead a visit with support from a mentor volunteer or staff member

You will only be allowed to lead a group on your own when you have shown that you are confident and able to do so. This will depend on your ability and pace of learning and may require you, on occasion, to take work home as part of your development. Any necessary on-going support and training will be given by the Safeside Staff Team.

**Benefits:** Volunteering at Safeside offers:

- the opportunity to contribute to the community on an issue you really care about and to make a difference.
- an exciting new experience and an opportunity to do something completely different
- a chance to develop personal skills such as time management, communication and presentation skills
- the chance to meet and work with new people from other backgrounds,
- the chance to develop transferable skills that can be used to access further training or employment
- the chance to gain experience and evidence for educational awards

- a chance to do something that is enormously enjoyable and rewarding
- a chance to become associated with the Fire Service and other key partner organisations

- Volunteer out-of-pocket expenses will be reimbursed
- Social events will be organised for Safeside volunteers
- References will be given on request to volunteers who have shown their commitment to the project and have successfully completed 24 sessions

#### **Personal Qualities Required:**

- Good communicator
- Possess or would like to develop customer care skills
- Enjoy working in a team environment
- Enjoy working with the general public, especially children.
- Be adaptable to working with a range of visitor groups e.g. older people, people with disabilities, young adults.

#### **Note:**

All volunteer appointments will be made at the discretion of the Volunteers Co-ordinator and are subject to a probationary period and an enhanced CRB check.

All Safeside volunteers will be subject to an enhanced CRB check as all roles will involve having contact with children and vulnerable people. The Safeside Volunteers Co-ordinator will be responsible for processing the documentation and liaising with the volunteers. The volunteer will incur no expense for the CRB check.

Please note that we operate a NO SMOKING policy.

