



Volunteer Role: Home Safety Evaluation Volunteer

Purpose of Role

To assist the Home Safety Data and Performance Officer by contacting individuals who have been visited by the Home Safety Team, in order to understand what impact their experience of the Home Safety Service has had on their safety at home. This role is an important part of our new process for understanding the everyday impact made by the Home Safety Team and will be based at our South Woodham Ferrers Office, as be part of the Home Safety Information Team.

Training, uniform, equipment and reasonable travel expenses will be provided.

Main Duties and Responsibilities

- To call members of the public as part of our quality assurance process for the Home Safety Service
- To discuss fire safety, and the concerns, needs and expectations of the public when it comes to fire safety at home
- To record the responses provided by members of the public on a computer system in a concise and accurate way
- To complete the relevant paperwork and return to the Service in the agreed timeframe
- To attend volunteer group information, training and review update sessions
- To adhere to the policies and procedures provided by the Service at all times
- To undergo training with Essex County Fire and Rescue Service to achieve the required standards

Skills, Experience and Aptitude Required (R) / Desired (D)

- Experience of working or volunteering with diverse members of the community (D)
- Reliable, responsible and trustworthy (R)
- Good written and verbal communication skills (R)
- Friendly, confident and approachable manner (R)
- Willingness to work as part of a team and abide by specified procedures and processes (R)
- Reliable and able to commit to a minimum of four hours a week in one session (D)

What support will I be given?

You will be put in contact with the Home Safety Data & Performance Officer who, along with the Volunteer Co-ordinator and Volunteer Manager, will support you and ensure you have all the training and resources you need to carry out your volunteering role effectively.

You will also receive:

- A full induction into the Essex County Fire and Rescue Service (ECFRS) and training to help you understand your role and how it fits into the overall aims of ECFRS
- Regular feedback and support
- Appropriate uniform, equipment and training



What benefits can I expect?

- The experience of involvement with a Public Sector organisation
- The experience of being part of a countywide volunteering scheme
- The opportunity to develop new and existing skills
- The enjoyment of meeting new people and being part of a team
- The satisfaction of knowing you are making a valuable contribution to the Service and the public

Safeguarding

Essex County Fire & Rescue Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment. This role will require an enhanced Disclosure and Barring Service (DBS) check.

Equal Opportunities

Essex County Fire and Rescue Service is committed to the promotion of respect and understanding for the communities in which we serve and to promoting equality of opportunity amongst our volunteers and employees.

Probationary Period

We operate a probationary period (normally 3 months, but this can be amended according to needs) to enable both volunteers and Essex County Fire and Rescue Service to see whether the volunteer role is suitable.

For more information please contact:

Tel: 01376 576253 or email volunteers@essex-fire.gov.uk

Further information on volunteering for Essex County Fire & Rescue Service can be found at www.essex-fire.gov.uk/volunteering