

Civil Protection and Emergency Planning Volunteer

Role description

Role title:	Help Desk and Special Needs Volunteer
Supported by:	Emergency Assistance Centre (EAC) Manager, On-call Duty Officer and Emergency Planning Team
Role purpose:	To undertake this role within an EAC
Location:	Designated EAC's across Thurrock

Tasks and responsibilities

- To support the EAC Manager to assist and register all evacuees who have special needs
- This role will also include assisting anyone who has any other problems

Skills and experience

- You need to be able to communicate effectively with people of different ages, physical and psychological needs and varying backgrounds who are faced with a difficult and stressful situation
- Ability to take accurate information and ask questions relating to the evacuees special needs
- Experience with persons who have special needs
- Customer Service experience is also desirable

Time commitment

- As Emergency incidents are not frequent, it will be an 'as and when' role. It could be during the day, on weekends or even during the night

Council's commitment

- We will give you the training and support you need to do this role

This role requires a DBS (Disclosure and Barring Service) check.