

## Civil Protection and Emergency Planning Volunteer

### Role description

**Role title:** Welcome 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 make themselves familiar with the layout of the Emergency Assistance Centre
- To support the EAC Manager to meet the Evacuees as they arrive at the centre and welcome them in
- If there are long queues, to support the EAC Manager to ensure the evacuees are kept informed of the situation
- To help make an initial assessment of evacuees needs and support them
- To roam around the centre and assist all evacuees with any further reasonable requirements they have

#### 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
- The ability to identify and address any desired needs

#### 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, whenever there is an emergency

#### 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.**