

Thurrock Council volunteer role description

Civil protection and emergency planning help desk and special needs volunteer

Supported by	Emergency Assistance Centre (EAC) Manager, On-call Duty Officer and Emergency Planning team
Role summary	Undertaking a help desk and special needs support role within an EAC
Location	Designated EACs across Thurrock.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

You will be expected to:

- support the EAC Manager to assist and register all evacuees who have special needs
- assist anyone who has any other problems

Skills and experience

You must:

- 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
- be able to take accurate information and ask questions relating to evacuees' special needs
- have 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, at the weekend or during the night, whenever there is an emergency.

Support you will get

We will:

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

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