

Thurrock Council volunteer role description

Civil protection and emergency planning welcome volunteer

Supported by	Emergency Assistance Centre (EAC) Manager, On-call Duty Officer and Emergency Planning team
Role summary	Undertaking a welcoming 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:

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

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
- have 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, 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.