

# Volunteer Role Profile

Volunteer Role	<b>Emergency Volunteer</b>
Volunteer Manager	<b>Resilience Manager/Emergency Management Support Officer</b>
Where you will be based	<b>Community</b>

## Why we want you

We are looking for volunteers to join us in supporting Leicester people during emergencies and major incidents that occur in the city. Such incidents can range from bomb alerts to major floods or fires. Examples of past incidents include; large explosion causing building collapse on Hinckley Road, Leicester City Club Football helicopter crash and a series of major fires that broke out in the Belgrave area. Volunteers therefore play a crucial role in helping both the emergency services and supporting of local communities and vulnerable people. The council's role in responding to such incidents is wide-ranging but includes providing shelter and humanitarian support for those displaced or otherwise directly affected. Trained volunteers from council staff and outside organisations are critical to effectively supporting people in these circumstances.

We welcome people from all different backgrounds to become volunteers. You will ideally be someone that enjoys working with other people who you may not have met before, keen to help in a crisis and willing to be contacted at short notice when an incident happens, including out of normal office hours.

## What you will be doing

- Provide assistance in setting up and running temporary emergency centres, these could include; Survivor Centres, Evacuation/Rest Centres, Friends and Family Centres or Anti-viral/vaccination centres.
- Work alongside agencies such as the Red Cross, St John Ambulance and the Salvation Army as well as the emergency services.
- Engaging with members of the public in providing advice, information and practical support during a crisis.

## The skills you need

- Be a team player.
- Able to stay calm in an emergency.
- Ability to work flexibly and pragmatically.
- Empathetic and compassionate.

- Problem solving skills.
- Communication skills.



### **What's in it for you**

- Giving back to your community in times of need and making a difference.
- Supporting and helping those in need during a crisis.
- Utilising your own unique skills such as ability to speak a second language to engage with others.
- Gain valuable skills and experience.
- Learning to work with other organisations during a major incident.
- Develop your crisis management skills.