

Volunteer Role Description



Role Title:	Visitor Guide
Hours:	Minimum 3 half day sessions per month (Approx 12 hrs/month)
Location:	Safeside, West Midlands Fire Service HQ, Vauxhall Road, Nechells Birmingham.

Purpose: The purpose of Safeside is to inspire people to think and act safely. Visitor Guides are a critical part of the Safeside Team and essential to the delivery of the key safety messages to all Safeside visitors.

Principal Function: Based at the Safeside facility you will act as a volunteer visitor guide (Guide) for groups visiting Safeside, taking them through various interactive scenarios. Each visitor group will take part in up to 10 interactive safety scenarios, each of which has its own set of key safety messages. Each visit should take approximately 2.5 hrs per group.

As the Guide, it is your job to ensure that the group (of up to 6 people) you are responsible for leaves having gained a high quality, educational experience where key safety messages are understood and have been taken in by all visitors.

Duties and tasks:

This list shows the types of duties that may be required.

- Meet and greet visitors to Safeside in a confident, professional manner
- Take part in the visitor briefing before the visitors are divided into smaller groups.
- Inform, guide, support your group(s) through the Safeside scenarios and the related activities
- Reinforce the safety messages being delivered in each scenario ensuring that they have been understood and taken in by the visitors.
- Answer any questions or deal with queries that visitors may have.
- Be responsible for the Welfare and Health and Safety of the your group while they are at Safeside
- Assist in gathering visitor feedback and evaluation.
- Participating in other Safeside activities as and when required
- Promoting Safeside to potential visitors and volunteers
- Participating in relevant training opportunities as and when required

Reporting To: Safeside Volunteer Co-ordinator

Dress Code: Safeside uniform will be supplied which should be worn when volunteering at Safeside. Smart and practical footwear will be required.

Training: All volunteers will receive necessary training before being able to guide visitors.

As a Guide, you will be required to undertake training before you start work. This training is likely to be 1.5 days in duration and will include as a minimum:

- Safeside Induction
- Health and Safety
- Equality and Diversity
- Child Protection

You will also receive further training in customer care, operational procedures and the content and delivery of the education packages and

scripts for each of the scenarios. This will include training techniques and tips, and the order and timings of the visit.

You will receive practical support and ongoing training to help develop your delivery skills using the following methods:

1. support to learn the education packages & scenario scripts
2. the opportunity to shadow and watch another experienced volunteer deliver the package during a visit
3. the opportunity to lead a visit with support from a mentor volunteer or staff member

You will only be allowed to lead a group through a visit on your own when you have shown that you are confident and able to do so. This will depend on your ability and pace of learning and may require you, on occasion, to take work home as part of your development. Any necessary on-going support and training will be given by the Safeside Staff Team.

Benefits:

Volunteering at Safeside offers:

- the opportunity to contribute to the community on an issue you really care about and to make a difference.
- an exciting new experience and an opportunity to do something completely different
- a chance to develop personal skills such as time management, communication and presentation skills
- the chance to meet and work with new people from other backgrounds,
- the chance to develop transferable skills that can be used to access further training or employment
- the chance to gain experience and evidence for educational awards
- a chance to do something that is enormously enjoyable and rewarding
- a chance to become associated with the Fire Service and other key partner organisations

Volunteer out-of-pocket expenses will be reimbursed.

Social events will be organised for the body of Safeside volunteers.

References will be given on request to volunteers who have shown their commitment to the project and have successfully completed 24 sessions

Personal Qualities Required:

- Good communicator
- Possess or would like to develop customer care skills
- Enjoy working in a team environment
- Enjoy working with the general public, especially children.
- Be adaptable to working with a range of visitor groups e.g. older people, people with disabilities, young adults.

Note:

All volunteer appointments will be made at the discretion of the Volunteer Co-ordinator and are subject to a probationary period and an enhanced CRB check.

All Safeside volunteers will be subject to an enhanced CRB check as all roles will involve having contact with children and vulnerable people. The Safeside Volunteer Co-ordinator will be responsible for processing the documentation and liaising with the volunteers. The volunteer will incur no expense for the CRB check.

Please note that we operate a NO SMOKING policy on the Safeside site. It would not be appropriate for members of the Safeside Team to be smoking while on site.