

SOUTHWELL TORPEDOS VOLUNTEER ROLE DESCRIPTION

Title:	COMMUNITY RESPONSE VOLUNTEER
Supported by	Team Leader – name is dependent on main service area
Main purpose	To provide support for residents in Southwell who are self-isolating and/or vulnerable.

1. Overview of the role

- To provide support for residents in Southwell during the pandemic crisis of COVID-19 – e.g. shopping, fetching prescriptions and other services that may be developed as required.
- There are Team Leaders responsible for each of the service areas; they are the first point of contact for volunteers.
- There is separate guidance for each specific service provided by Southwell Torpedos; this/these will be issued to you before your first errand.
- Please be aware that Southwell Live at Home manages the community's "Check in & Chat" service in accordance with their own protocols and works in partnership with Southwell Torpedos to recruit volunteer and assess callers for this.

2. Duties & Responsibilities

- To respond to requests for support from isolating and vulnerable residents in the local community. Requests will be received by the Team Leaders, normally via the Southwell Town Council emergency support hub, and will be allocated to volunteers in a fair and responsive manner, according to location and need.
- Ensure that you have read and understand the delivery protocols for the service(s) you are providing. Note that there are important differences between the Food and Medications delivery protocols and how these services operate on a day-to-day basis.
- Inform your Team Leader if you have any queries or concerns about yourself or the person you have been asked to support. Volunteers are amongst the few people than many residents are in contact with. On each and every contact with a resident, think about asking:
 - Are friends and family helping them?
 - Have they got enough food?
 - Do they have enough medicines to last over the next few days?
- Inform your Team Leader at the earliest opportunity of any change in circumstances which affects your ability to continue with volunteering – your health and safety and that of the people you are supporting are of prime importance.
- Only agree to carry out the tasks that you feel capable of and comfortable with. Do not over-stretch yourself – this could be a long haul.
- Wash hands regularly and throughout the day, and use hand sanitiser as instructed
- Wear the Photo ID badge provided by Southwell Torpedos
- Keep up to date with the current news on restrictions and follow the guidance on the www.gov.uk website regarding social distancing for example.

3. Skills and qualities needed for this role

- Good communication and listening skills
- Flexibility
- Ability to take instruction and direction
- An understanding of the needs of people who are living in self-isolation, alone, ill, older or vulnerable
- You will be reliable and punctual
- You will enjoy working with a range of people with differing needs.