



RJ Weston Duffield Charity,
Weston Centre, Tamworth Street, Duffield DE 56 4ER
CRN 1188669



Duffield Helping Hands (DHH) Volunteer Role Description	
Role title	Emergency Contact Volunteer
Objective(s) of role	<ul style="list-style-type: none"> To act as emergency liaison for distant family/friend if client can't be reached.
Brief description of tasks and activities to be undertaken	<ul style="list-style-type: none"> To receive requests from DHH Coordinator. To record the client's and family/friend's contact details maintaining confidentiality. To speak to both parties to explain role, availability and procedures. To be contactable during agreed hours in case of emergency. To visit client asap after a request to do so and raise the alarm with 999 and family/friend if required. Wait at the property until emergency services or relative/friend arrives. Carry out advice given by 999 call handler. If no alarm is necessary, report back to family/friend asap after visit. On completion of task report to DHH Coordinator.
Name and contact details of the person who the volunteer reports to	DHH Coordinator on 01332 840349 or emma.wcm@westoncentre.org.uk
How the role fits in with RJWDC work	<ul style="list-style-type: none"> Aids effective and coordinated responses to clients' needs. Enables DHH to meet insurance and legislative requirements. Builds confidence of service users, volunteers, RJWDC Trustees on effectiveness and reliability of DHH services. Contributes to RJWDC achieving its charitable aims and objectives.
Expectations of behaviour and dress (if appropriate)	<ul style="list-style-type: none"> To be contactable, pleasant, non-judgemental, friendly, honest and prompt. To follow all RJWDC procedures and expectations.
Required person specifications (if appropriate)	<ul style="list-style-type: none"> Be fit, able and healthy. Aged over 18. Have working mobile phone with good reception turned on during agreed hours.
Approximate amount of time required for the role per week	Periodic and dependent upon nature of emergency.
Other relevant information	<ul style="list-style-type: none"> To understand and maintain confidential working practices as agreed. To report any problems to the DHH Coordinator asap. To maintain and practice agreed safeguarding procedures.