

Volunteer Role Profile



Volunteer Role	CFR Dispatch Call Handler
Volunteer Manager	Jack Ansell
Where you will be based	Office

Why we want you

You'll be performing one of the most essential tasks there is – dispatching our volunteers to life threatening emergencies. You'll get an unique insight into a different part of the Service and get to volunteer within a bigger team of staff making split second decisions when time is of the essence. You'll be able to directly see the results of your work transfer into the lifesaving activities that our CFR volunteers perform.

This role sits on our dedicated IDR call desk at our CCC in Otterbourne, Winchester. All volunteers should be within 30 minutes of the location. We are looking for volunteers to help us cover the desk at peak times from 8am - 10pm. Shifts can be flexible around your own commitments.

What you will be doing

- You will be volunteering in the fast paced environment of the CCC alongside full time colleagues dispatching ambulances, rapid response vehicles and specialist assets.
- You will dispatch our CFR Volunteers across the entire footprint of the trust
- Screening incoming calls for suitability, quickly deciding if a CFR asset is within deployable distance and getting them on their way.
- You will also identify less urgent calls which might be able to be attended by our falls & welfare trained or enhanced CFRs.
- You will be taking calls from your volunteer colleagues who are out on the frontline.

The skills you need

- Confident with the use of IT programmes and equipment
- Able to work under pressure
- Friendly
- Work on your own initiative

What's in it for you

- We ask that you commit to a minimum of 20 hours a month
- Training to carry out the role
- An opportunity to be part of a wider volunteering team

- Know you are contributing to life saving activities