



**East Sussex**  
Fire & Rescue Service

# Resilience Project

## Role Description

### **PURPOSE OF ROLE:**

East Sussex Fire & Rescue Service Community Volunteer Scheme is working in partnership with Adult Social Care to support individuals to develop or regain their resilience after they have had an issue in their life which has affected their confidence. The project is to support adults over the age of eighteen who are known to the Eastbourne and Hastings Neighborhood Support Teams and have been identified as benefitting from additional support.

Resilience is about seeing people as experts in their own lives and collaborating with them with the aim of enabling them to reach better resolution of their circumstances and recovery. Individuals will be involved in all discussions and decisions as to the best course of action for them. The scheme will initially cover the Eastbourne area and may expand to the Hastings areas. The individual will have worked with Adult Social Care to identify the outcome they would like to achieve with the Community Volunteers support. At the same time, we can provide fire / home safety advice or referrals onto other partners, as necessary.

### **KEY ACTIVITIES:**

Volunteers will support individuals to develop or regain their confidence through a range of support, including:

- Up to six face to face contacts either in the individual's home or other preferred location, provided by East Sussex Fire and Rescue Service (ESFRS) Community Volunteers.
- Support can include help to access and engage with community resources that promote resilience (for example social or specialist support groups)
- Support can also include advice on home safety and fuel poverty matters where relevant.
- Other general community safety activities, especially in conjunction with partner agencies such as Sussex Police, local councils and health agencies which help ensure the individual has the support they need.

## **EXPERIENCE/SKILLS/QUALIFICATIONS REQUIRED FOR THE ROLE:**

- Good people skills and confidence when talking and engaging with individuals on a one-to-one basis.
- Ability to work well in pairs and to follow risk assessments and guidelines for the scheme.
- Ability to use technology (tablet and mobile phone) to search for Information on local services.
- Commitment and reliability.

## **SUPPORT AND TRAINING GIVEN:**

Volunteers will work in pairs (with staff guidance). All volunteers will have in place the necessary DBS checks at the appropriate level for their duties.

Training will be provided by partner agencies and ESFRS specialist staff.

The safeguarding coordinators will provide safeguarding awareness sessions to the volunteers focusing upon indicators of abuse and neglect and how to raise a safeguarding concern.

Volunteers will have access to electronic devices so that they can access directories of resources including East Sussex Community Information Service (ESCIS) [www.escis.org.uk](http://www.escis.org.uk) and One Space [www.1space.eastsussex.gov.uk](http://www.1space.eastsussex.gov.uk) the volunteers are unable to identify an appropriate resource, the Adult Social Care and Health Link Workers will be available to provide guidance.

Volunteers will be issued with a full Community Volunteer uniform (supplied)

Volunteers will work in pairs no lone working is permitted.

## **LOCATION:**

The scheme will focus on individuals living in Eastbourne and Hastings.  
Travel expenses will be reimbursed.  
Hours to suit Volunteer and client.

## **RESPONSIBLE TO:**

ESFRS Community Volunteer Coordinator.

Community Volunteer Scheme  
Eastbourne Fire Station  
Community Safety Dept  
Whitley Road  
Eastbourne  
BN22 8LA  
01323 462438  
07876133612

[volunteer@esfrs.org](mailto:volunteer@esfrs.org)  
[www.esfrs.org/communityvolunteers](http://www.esfrs.org/communityvolunteers)



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