



**East Sussex**  
Fire & Rescue Service

# Resilience Project

## Role Description

### **PURPOSE OF ROLE:**

East Sussex Fire & Rescue Service Community Volunteer Scheme is working 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 18 who are known to the Eastbourne and Hastings Neighbourhood Support Teams and have been identified as benefitting from additional support.

It is about seeing people as experts in their own lives and working alongside 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 pilot will cover the Eastbourne and Hastings areas. The individual will have worked with Adult Social Care to identify the outcome they would like to achieve with the volunteers support. At the same time, we can provide fire safety advice or referral 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 in the individual's home or other preferred location, provided by East Sussex Fire and Rescue Service (ESFRS) 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 interpersonal skills and confidence when talking to individuals on a one-to-one basis
- Ability to work well in pairs and to follow instructions
- Ability to use technology (tablet and mobile phone) to find out information on local services
- Commitment and reliability

## SUPPORT AND TRAINING GIVEN:

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

Training will be provided by ASCH and ESFRS Community Volunteer staff.

The ASCH Safeguarding Development Team 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) and One Space. If 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 and be subject to a Disclosure and Barring Service Check (DBS) check.

## LOCATION:

The pilot will focus on individuals living in Eastbourne and Hastings. Travel expenses will be reimbursed.

## RESPONSIBLE TO:

ESFRS Community Volunteer Scheme staff (Volunteers' Coordinator and Scheme Manager).

Community Volunteer Scheme  
Eastbourne Fire Station  
Community Safety Dept  
Whitley Road  
Eastbourne  
BN22 8LA  
01323 462438  
07950 877214

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



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