SOS Bus Norwich CIO
Registered Charity No. 1208922

Role Description - Shift Support Volunteer

What is the purpose of the role?

The SOS Bus provides a safe space in Norwich, on Friday and Saturday (21:15 - 03:30) nights. The service offers, where possible, support, advice, and practical assistance to anyone needing help. The service also aims to reduce the number of ambulance call-outs, limit A&E attendances and free up police officer time.

The SOS Bus team consists of a volunteer Shift Coordinator, two/three volunteer Shift Supports, a First Aider, a Paramedic, a security officer, as well as Volunteer Drivers for the Main Bus and our Support Vehicle.

What does the role entail?

- To support and assist individuals on the SOS Bus and out on Norwich streets and in venues who's wellbeing is threatened, for whatever reason.
- To assist and support individuals who are intoxicated with drugs and/or alcohol
- To follow the directions of the First Aider, the Paramedic and Shift Coordinator
- To sit with clients while receiving treatment from the First Aider or paramedic
- To assist in arranging transport back home/safe place for clients e.g. taxi, friends, family
- Collection and recording of personal data in accordance with policy and procedures
- Fund raising/handling small amounts of cash (through collection bucket and donations for flip flops)
- Providing bottles of water, plasters, condoms, period products & phone charging
- Giving directions e.g. bus stops, train station, hotels and venues
- To go out in the Support Vehicle with the First Aider in response to calls for help in and around Norwich or accompany clients to hospital.
- To promote the SOS Bus service through positive interactions with the public, venue staff, emergency services
- To undertake and maintain all training deemed necessary by the charity

What are my responsibilities?

- To promote a safe, non-judgmental space for team members and visiting individuals
- To follow all processes and procedures required for the safe and compliant running of the service
- To act within your designated role
- To maintain the confidentiality and dignity of all individuals you encounter
- To be a friendly and approachable ambassador for the SOS Bus service
- To follow direction from the Shift Coordinator and medical personnel
- To support and work as part of the whole team
- To undertake training prior to starting your role and any ongoing training deemed necessary
- We ask that you try to undertake least one shift per month.

Please note: Shift Support volunteers do not undertake any first aid or medical care for clients, regardless of the Shift Support's existing training/qualifications. First aid and medical care are delivered by First Aider and the Paramedic only.

Do I need any qualifications or skills?

No, you do not need any qualifications. You will need to have a willingness to help and support individuals and be able work within a close team environment. A 'can do' attitude is vital for the smooth running of the service.

Time

- We ask that were possible shift support volunteers try to undertake at least one shift per month.

Training

All volunteers are asked to complete core training (or provide evidence of completion) to actively volunteer for the Charity:

- Safeguarding (Adult & Child) (Level 1)
- Data Protection (Level 1)
- Equality, Diversity and Inclusion (Level 1)
- Fire Safety (Level 1)

Role Specific Training:

Two Observer shifts where you will not be counted in the shift numbers.

Additional training which we would like volunteers to complete when available:

- Mental Health Awareness
- Naloxone
- First Aid