



VOLUNTEER SUPPORT SCHEME ROLE DESCRIPTION

Role Title:	Public Contact Volunteer
Post Number:	
Division/Department/Section:	Contact Management
Line Manager : (Job Title & Post Number)	Counter Services Manager
1. PURPOSE	
To enhance public access to Dorset Police by signposting enquiries from members of the public to the relevant police contacts and/or online services using the appropriate media at contact or information points within the community which are easily accessible to the public providing increased locations in which to engage with the police.	
2. POSITION IN THE ORGANISATION	
<pre> graph TD A[Counter Services Manager] --- B[Public Contact Volunteer] </pre>	
(b) Staff who work directly for this post	
None	

To deal appropriately with messages and request police assistance where necessary. <i>(IE: to route messages accordingly or to call assistance when required. For example if someone hands in a firearm or wishes to do so, call for the appropriate help or sign post correctly)</i>	Ensures consistency of service standards and protects against organisational risk.
To promote community safety and crime reduction initiatives	To provide relevant information to the local community where appropriate

To ensure information provided and displayed at police points is relevant and up to date	To ensure information displayed is relevant and appropriate.
4. MAIN CONTACTS	
1.	General Public
2.	Counter Service Officers
3.	Local Partnership Staff (dependent on location)
5. SPECIAL CONDITIONS	
<p>Due to the nature of the role, volunteers must be able to deal with sensitive and confidential information in an appropriate manner whilst always remaining courteous, even in the most difficult circumstances, mindful of equal opportunities and respecting cultural differences.</p> <p>Risk assessments will be undertaken at each location, however, volunteers are expected to withdraw from any situation where they fear for their own well-being and should never place themselves in situations of personal risk.</p>	
6. KNOWLEDGE & SKILLS	
<p>ESSENTIAL:</p> <p>Literate and numerate</p> <p>Good communication skills</p> <p>Attention to detail and accurate record keeping</p> <p>Basic Computer Skills including use of email</p> <p>Integrity, reliability and self- discipline</p> <p>Ability to work under pressure</p> <p>Flexibility</p>	<p>DESIRABLE:</p> <p>Be an effective team player, willing to give time on a reliable and punctual basis.</p>
6. ADDITIONAL INFORMATION e.g. Amount of hours per week, whether you need a volunteer on certain days.	
<p>The Aim of this proposal is to commit suitably trained and reliable Volunteers in complete accordance with the current Dorset Police Volunteers Policy. The roles, which they would undertake, are such that they would not impact upon existing Posts within the department/Division.</p> <p>Exact times to be agreed between the volunteer and the Counter Services Manager but no more than 60 hours within a month (to include training and meetings). This role can be shared between a team of volunteers in different sites throughout Dorset.</p>	

All mandatory computer based training will be supported by the Volunteer Co-ordinator. Further training necessary for the role will be supported by Counter Services Manager, namely, First Aid Awareness, Manual Handling, Personal Safety (where directed by risk assessment), role specific training.

7. TERMS OF APPOINTMENT

In accordance with the current Dorset Police Volunteers Policy.