

**Covid-19 Response Volunteer Service**  
**Rapid Response Volunteer**  
**Role Description**

**Voluntary Norfolk**

Voluntary Norfolk (VN) is a registered charity (number 1112017) building connected, resilient and compassionate communities where people work together to improve lives.

**Covid-19 Response Volunteer Service**

In March/April 2020 the Covid-19 Pandemic required a national lockdown. In Norfolk, many potential volunteers came forward to offer their help to vulnerable and isolated people. Voluntary Norfolk worked with Norfolk County Council to recruit the volunteers, whose details were then passed to district council staff to facilitate their volunteering.

In August 2020, as district council staff returned to their normal roles, those volunteers with DBS checks were transferred to Voluntary Norfolk's Covid Response Team to continue their community volunteering and support of vulnerable people. The Voluntary Norfolk Covid Response Team can be contacted via email at [covid19responseteam@voluntarynorfolk.org.uk](mailto:covid19responseteam@voluntarynorfolk.org.uk)

**Covid-19 Rapid Response Volunteers**

Rapid Response Volunteers can be requested by Norfolk County Council and/or any of the District Councils at short notice to help support council employees in community activities that are required as a result of changes in the local risk levels and infection rates.

The Rapid Response volunteer role covers three main activities:

- *Raising awareness* in local communities around key public health messages, providing advice on how to stay safe and making sure people are able to self-isolate when asked to do so. This may include leaflet drops or being available and visible in a location to be asked questions.
- *Community contact tracing and welfare checks* – visiting the address of residents with advice and support for those who have tested positive for Covid-19 but who have not engaged with the contact tracing system. Encouraging residents to call and engage with contact tracing, including helping residents understand why this is important, and the support that is available to people (financial and volunteer support). This will not require visits within homes and will be a non-contact, doorstep activity. Visits such as this are crucial to offer people personal and financial support, because some vulnerable people might not be aware that such help is available.

- *Community testing* – supporting public health colleagues to deliver tests to people's homes (non-contact) explain how to do the test and how to register the test (this can include filling in the form online using a tablet which will be provided) You will then collect bagged tests and collate them for onward transit.

For all of the above, risk assessments will be carried out and communicated beforehand to ensure every volunteers' safety. Full PPE will be provided and guidance on how you use it and dispose of it safely, will be given.

You may be called upon at short notice to take part in these activities.

### **Person specification**

Due to the nature of this role it is important that you are physically well and not classed as clinically extremely vulnerable to the impacts of Covid-19 (this group were previously described as shielding, current government guidance on this definition can be found [here](#)). This guidance means you must also be under the age of 70 years.

Ideally you will enjoy speaking to people, providing reassurance and guidance.

You will need to be confident and outgoing and genuinely enjoy interacting with your local community.

A valid driving licence or access to transport is essential as you may need to travel to the location being covered (expenses are paid for this).

We are seeking people who are available for the longer term, into the spring to ensure that we have strong support for this activity throughout the pandemic.

Ideally you will be IT literate and able to fill in basic online forms using a tablet provided.

Our response volunteers are enthusiastic about the positive impact of volunteering and the role they can play in improving the quality of life of vulnerable and isolated people, especially those adversely impacted by Covid-19.

Community response volunteers treat all residents with consideration, politeness, dignity and respect. They offer friendship and are non-judgemental. They are responsible, mature and honest and have a good understanding of the importance of confidentiality. They inspire trust and confidence by demonstrating a flexible and reliable approach to their role.

### **Training of Rapid Response Volunteers**

All Rapid Response volunteers are required to undertake the Volunteer Learning Passport through the e-learning for Healthcare website. Training covers the key topics required by volunteers working to support community health, including:

- Data Protection and Confidentiality
- Safeguarding

- Lone Working
- Manual Handling
- Conflict Management
- Use and application of PPE
- Role and task specific training

An account will be set up for all Rapid Response Volunteers as part of the volunteer registration and recruitment process with Voluntary Norfolk. Each module normally takes between 20 and 30 minutes to complete.

### **Time Commitment**

Rapid response shifts will normally be operated on a twice daily basis, morning and afternoon. You can commit to doing as many or as few as you feel able.

### **Any questions?**

If you have any questions regarding this role description or, once in role, what you have been asked to do, please contact the Covid Response Team via email on [covid19responseteam@voluntarynorfolk.org.uk](mailto:covid19responseteam@voluntarynorfolk.org.uk)

## **What are Rapid Response Volunteers asked/expected to do?**

1. To keep their availability, information and training up to date and be available at short notice.
2. Prior to leaving for the activity:
  - Check that Voluntary Norfolk knows you will be attending.
  - Check you have your ID badge.
  - Check you have the address for the briefing (activity base) and the name and telephone contact details of the Incident Commander or Voluntary Norfolk representative.
  - Check you have your phone with you and that you have the Track & Trace App downloaded. Make sure your phone is charged and you have contact information for the Covid Response Team in case of emergency.
  - Make sure you are well enough to leave home and that neither you nor anyone in your household has any symptoms of Covid-19.
  - Check you know your route and only travel by public transport if this is your only alternative. Never take children with you on a volunteer assignment.
  - Make sure someone knows where you are going and what time you expect to return. This person should also have the contact details for the Covid Response Team in case of any problems.
  - Check you have a mask, hand sanitiser and a pair of disposable gloves, although any necessary PPE will be distributed at the daily briefing.
  - Wash your hands with soap and water for 20 seconds and dry with a clean towel.
3. On arrival at briefing location:
  - Put on your ID badge and mask and sign in – this may be required for the building and the briefing.
  - Listen to briefing, make notes if necessary and ask questions that aid your understanding.
  - Pick up your PPE and make sure you know how to don and doff safely.
  - Introduce yourself to Incident Commander or Voluntary Norfolk representative.
  - Introduce yourself to your team colleagues.
4. If undertaking face to face communication via door knock:
  - Put on your ID badge and any required PPE i.e. mask and disposable gloves prior to knocking on the door or ringing the doorbell.
  - Step back to a distance of two metres or as far from the door as possible and wait for someone to open the door.
  - If the door is not answered have a quick look around to see if everything appears normal – check through a window to see if anyone is home, access the rear of the property to see if anyone is in the garden – remember the person may just be hard of hearing.

- Follow the advice given at the briefing for non-contact.

#### 5. Speaking to the person you are visiting / welfare check

- If the door is answered, introduce yourself and ask to speak to the person you are visiting.
- If the person answering the door is the person you are there to see, explain clearly the reason for your visit and undertake the activities requested of you at the briefing, remember to also ask if all is well and if any additional help is required.
- If the person answering the door is not the person you are there to see ask if this person is available. If not, check the address is correct for the person and ask when they might be available. If you can return later in the shift, when the person is expected to be available please do so, otherwise please include this availability information in your visit notes.

#### 6. After the visit

- Document the outcome of the visit and note any additional information or concerns ready to report back at activity base/debrief.
- If you arranged a second visit when the person is expected to be available please remember to return to complete your visit.
- If you are informed of concerns regarding the health, wellbeing or additional needs of the person you checked on, remember to include this information in your outcome notes.

#### 7. The debrief

- Always return to the activity base to sign-off your volunteering shift. If possible, attend the debrief to offer your experience and learning points.
- Return your visit outcome notes to the Incident Commander or the Voluntary Norfolk representative at the activity base.

#### 8. After the debrief

- Confirm to the Covid-19 Response Team the time you spent on the activity (including travel time). – you can do this via email or preferably via your Better Impact account.
- Notify the Covid-19 Response Team of any concerns reported to the Incident Commander that were not reported to the local Voluntary Norfolk representative.

#### 9. Looking after yourself and others

- Politely refuse any invitation into a house.
- If you have any concerns about someone's welfare or are concerned that they may be at risk of neglect or abuse, please do not try to handle the situation yourself. Share this information with the Incident Commander or Voluntary Norfolk representative. If anyone is in immediate danger phone 999 - for other urgent situations phone 101 to contact the local police or 111 for advice from the NHS.

- If you feel unsafe at any time for any reason, withdraw to a safe place and contact the Incident Commander or Voluntary Norfolk representative to let them know what has happened, in an emergency phone 999 or 101 to contact the police.
- If you are concerned that you may have come into contact with the Covid-19 virus or start to experience symptoms of Covid-19, please contact the Incident Commander or Voluntary Norfolk representative immediately and do not undertake any further visits. If you have any problems arranging a test via the Track & Trace App, please let us know and in any case please let the Covid Response Team know your circumstances.
- Keep people's personal information and circumstances confidential so as not to compromise their safety. Do not share people's details with friends and family or on social media.
- If you use your own vehicle to travel, ensure that you have completed a volunteer driver registration form and returned this together with copy documentation (driving licence, motor insurance etc.) to the Covid Response Team. Never offer to transport anyone in your vehicle.
- Volunteer expenses (e.g. mileage at 45p per mile, bus fares) can be claimed via the Covid Response Team. You must complete a volunteer expense registration form in order to do so and expenses can then be claimed on a weekly or monthly basis. These forms are available through your Better Impact Account.
- An enhanced Adult Disclosure and Barring Service (DBS) check is required to undertake this role.
- Do not offer advice unless you are trained to do so. Sometimes well-meaning advice can lead to negative consequences.
- If someone offers you a gift please politely decline it informing them that we have instructed you to do so.