



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Community Volunteer Information Pack



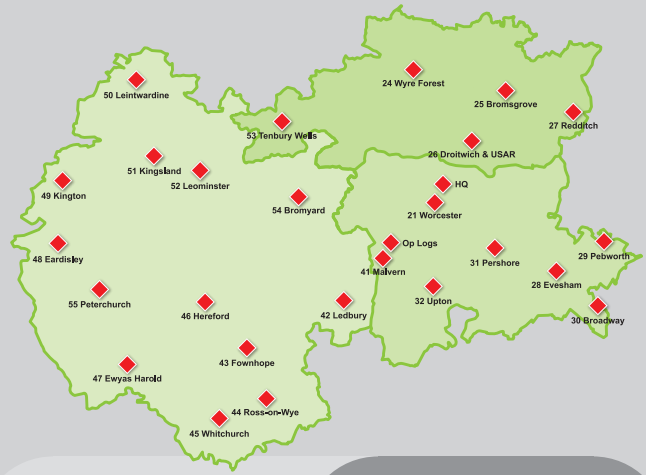
PREVENTION



Our Purpose, Vision and Mission

Who We Are

Hereford & Worcester Fire and Rescue Service receives approximately 17,000 emergency calls each year requesting assistance at a wide variety of incidents, including property and countryside fires, road traffic collisions, collapsed structures, water rescues, hazardous materials and animal rescues. We attend on average 7,366 incidents each year – that equates to 142 incidents every week across the counties of Herefordshire and Worcestershire.



25
Fire
Stations



41
Fire
Engines



Purpose

Why we are here

Keeping people safe from fire and other risks. Responding efficiently and effectively to incidents and emergencies.

Vision

What we want to do

Saving More Lives: Building on our successes to continue to make a difference, improve lives and help secure resilient communities.

Mission

What we do every day

As one professional team we will work hard every day to deliver high quality, sustainable services to our communities.

Our Fire Stations are staffed by a mix of 'Wholetime' Firefighters – operating on a full-time basis and providing an immediate response, and On-Call Firefighters who live or work locally and are available within five minutes should they be needed. All our Fire Stations respond to emergencies 24 hours a day, 365 days a year. Some Stations are crewed by Wholetime Firefighters as well as On-Call colleagues. We also operate three 'day-crewed' stations that have Firefighters operating Wholetime during the day and On-Call overnight. The remaining Stations are all staffed solely by On-Call Firefighters.

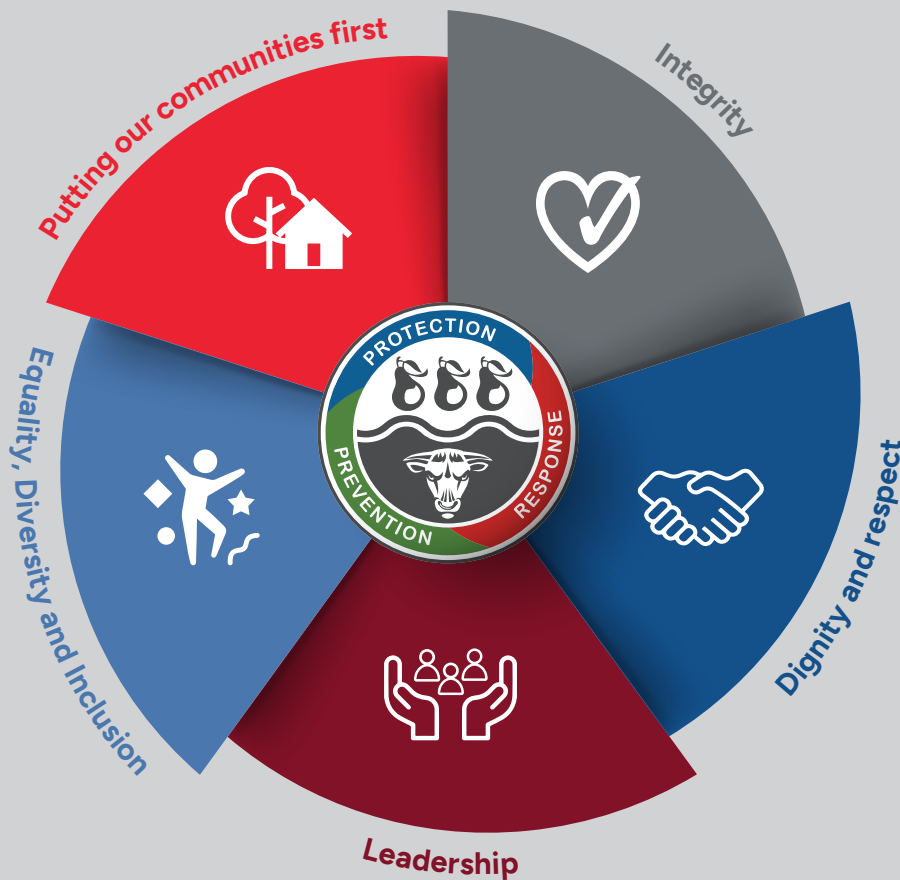
Our Service is supported by our Fire Control team who answer emergency calls and deal with mobilising, communications and other activities and also our Support teams in our corporate areas such as ICT, HR & Development and Payroll, Operational Logistics and Finance.

Our core purpose, vision and mission are what drives and motivates our people to make the communities of Herefordshire and Worcestershire safer. To do this effectively we need to understand and appreciate the diversity of the communities we serve and have a workforce that is inclusive; where our people fully represent and understand those communities.

Our Ethical Principles

We are guided by the [Core Code of Ethics for Fire and Rescue Services \(FRS\)](#) in England.

The Core Code of Ethics sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. These principles are our guiding set of values and help us to improve organisational culture and workforce diversity, ensuring that communities are supported in the best way.



Putting our communities first



We put the interest of the public, the community and service users first.

Integrity



We act with integrity including being open, honest and consistent in everything we do.

Dignity and respect



We make decisions objectively based on evidence, without discrimination or bias.

Leadership



As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion



We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.

About the role

Our volunteers play a valuable role in supporting our work.

Becoming a volunteer gives an opportunity to make a vital contribution to the safety of everyone living in Herefordshire and Worcestershire. We actively encourage people from all the different communities in our area, to think about the role.

It can be very rewarding, as it gives you the opportunity to learn a range of new skills and perhaps get involved in activities that you hadn't thought of before!

Our volunteers come from lots of different backgrounds. Although they are not employees, they are highly valued because they give their time and skills freely to assist in various activities. It can be a very rewarding role, as it offers lots of opportunities:

- Take on new challenges and experiences.
- Be part of a great team.
- Make a real contribution to your community.
- Receive training and learn a range of new skills.
- Meet new people.
- If you are looking for work or a career change, your new skills will be a fantastic addition to your CV.

Will I be able to claim any costs, such as travel as a volunteer?

The role is unpaid and does not lead to paid employment with us, however you are able to claim mileage and public travel expenses. These will be reimbursed for travel in personal vehicles and public transport to and from the location of the volunteering opportunity

within Herefordshire and Worcestershire, if there is no alternative cheaper form of transport available. Any distance covered outside of the two counties will need prior permission from a Volunteer Co-ordinator.

On the first claim, volunteers will need to include a copy of their driver's licence and insurance policy. Please note it is the responsibility of the volunteer to ensure that they are legally covered by their insurance company. They must contact their insurers to check that they are covered before using their vehicle for volunteering duties.

How much time do I have to give?

Our Service Volunteers are expected to attend an average of 1 event a month throughout the year, as well as Quarterly Volunteer meetings and training sessions. We will always work with you to ensure you have all the training, materials and confidence to volunteer with us as well as plenty of varied and exciting opportunities.

Is there an age limit?

We welcome all ages, but you do have to be at least 18 years of age before you start volunteering with us.

What kind of training and support would I be given?

When you join us as a volunteer, you will receive a full induction into the volunteer programme and be given ongoing relevant training for the role. You'll also be provided with a uniform and identity card.

You will be provided with the name and telephone number of a member of staff who will be your Volunteer Co-ordinator. They will guide you on your tasks and give feedback on your activities.

About the role continued

As a volunteer, what kind of activities could I get involved in?

We are continually seeking to expand the activities and roles that volunteers can become involved in, however, the following gives a flavour of the variety:

- Volunteers are part of our Prevention Team, whose work is to ensure our area is a safe place in which to live, work and travel, so you may be involved in any initiatives that are part of their work.



PREVENTION

- Volunteers are trained to help and advise people in our local communities on how to stay safe. They also promote the services we offer, like Safe and Well visits for people who might be vulnerable to fire or other risks, because of their personal circumstances. This is a really valuable part of the role, as we want everyone in our communities to know about this service.

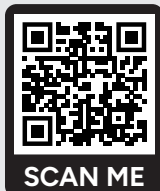
HOW SAFE ARE YOU?

Complete your **FREE** online Home Fire Safety Check now!

www.safelincs.co.uk/hfsc

For further information about a **FREE** Home Fire Safety Visit call us on

0800 032 1155



SCAN ME

- Our volunteers also support operational training for fire crews, by acting as "casualties" at drills and exercises, to enhance the realism of their training.

- Our volunteers also support delivering invaluable road safety messages to schools across Hereford and Worcestershire through our flagship road safety campaign Your Impact.

YOUR IMPACT

**Better young drivers.
Safer passengers.
Confident choices.**

- There are lots of opportunities to engage with our local communities by attending:
 - Fire Station Open Days.
 - Fire Safety talks to groups such as older people or those with additional needs.
 - Local Pride Events.
 - Showcase of Services to Older People, Flu Clinics.
 - Youth education initiatives – Young Citizens Challenge and school drop down days.

Is there anything else I need to know about the role?

Checks:

Becoming a volunteer is subject to a number of checks including a satisfactory medical declaration, a satisfactory basic DBS check and receipt of satisfactory references.

Confidentiality:

Volunteers are bound by the same requirements for confidentiality as paid staff. Further information on our policies and procedures is available from your Volunteer Co-ordinator and will be covered in your induction.

The Selection Process

Application Form

[Online through WM Jobs.](#)

Shortlisting

The information provided on your application form will be considered and if you meet the requirements you will be invited to the next stage.

Interview

You will be invited to an interview to enable us to find out if you are suited to volunteering. Details will be provided beforehand so you will know what to expect.

Volunteering Checks

If you are successful, the following checks will be carried out before you can begin volunteering:

- Satisfactory medical declaration
- Satisfactory DBS check
- Satisfactory references

Volunteering Induction

You will be required to attend an induction providing you with an overview of volunteering with HWFRS.

Trial Period

New Volunteers will enter a 6-month trial period. During this period, you will receive all the training required to do the role as well as the opportunity to gain all the experience you need. But also taste whether volunteering is for you.

Fully fledged HWFRS Community Volunteer.

Following a successful trial period, and it suits both parties, you will become a fully-fledged HWFRS Community Volunteer. This will enable you to attend all events and get the full volunteer experience.

Guidance to help you complete your application

Applications can be made by registering with WMJobs.co.uk. This is a public jobs website that we use as our application portal. Registration is quick and easy and only requires your first name, surname and email address. By registering you will be able to save and re-visit your application – just press the ‘apply’ button in the advert.

Personal information

The personal information you provide will be treated in the strictest confidence and stored appropriately, in line with the General Data Protection Regulations (GDPR). Please ensure that your ‘personal information’ is completed, including a contact phone number and email address.

Employment and Education history

Please provide your current or most recent and previous employment/voluntary work history as well as your education history. Please also give details as to any breaks in employment.

Please also let us know if you require a work permit to work in the UK.

Driving

Please let us know whether you hold a current UK driving licence and whether you have a car that you would be prepared to use for voluntary activities. We will conduct a driving licence check should you be successful.

Availability

We would also like to know when you would be available to volunteer. This could be either on a weekly basis, a monthly basis or just for one-off events. Please also indicate if you will normally be available during the daytime, evening and/or during the weekends.

Relevant Experience

We would like to hear about why you would like to be a volunteer and what skills and experiences you can bring to the role. Please look at the role profile which gives you more information about the role, skills and abilities we are looking for.

Include experience, knowledge and skills that you feel are directly relevant, which could be drawn from work, school, further education, voluntary work, home or hobbies.

References

We require two referees who will not be contacted without your permission, but will be required before you can be offered a role as a volunteer.

Reasonable adjustments

If you have any requirements or reasonable adjustments that you feel need to be considered to assist you with the selection process, for example dyslexia, please indicate here. Reasonable adjustments will be based on identified need rather than personal preference and therefore, you may be asked to provide us with diagnostic evidence to confirm the reasonable adjustments you require. This might include a GP or specialist’s letter or a diagnostic report by a suitably qualified assessor.

Please let us know if you are related to any Hereford & Worcester Fire Authority member, employee or volunteer. Canvassing or failure to make proper disclosure may disqualify you from the process or withdrawal from any volunteering arrangement.

Guidance to help you complete your application continued

Criminal Record Declaration

The volunteering role involves working with children in regulated activity and is exempt from the provisions of the Rehabilitation of Offenders Act 1974. You should not apply if you are on the Children's Barred List. Please note that an enhanced plus barring Disclosure and Barring Service (DBS) check will be carried out on successful applicants.

For information regarding filtering of convictions please see: www.gov.uk/government/publications/filtering-rules-for-criminal-record-check-certificates.

For further information on DBS checks, please refer to www.homeoffice.gov.uk/dbs.

Please visit the Ministry of Justice's website for more information on the Rehabilitation of Offenders Act 1974 and for general guidance on rehabilitation periods: <http://www.justice.gov.uk/offenders/rehabilitation-of-offenders-act>.

Any information given will be treated as confidential. You should note that disclosing a conviction does not necessarily bar you from volunteering. Failure to disclose may result in discounting your application or withdrawal from any volunteering arrangement.

Equality Monitoring Form

We will provide equal opportunities to any applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

This information will help us to ensure that our recruitment process is fair by allowing us to identify and eliminate discrimination. It will also help us to assess the success of our processes by monitoring applications. We would therefore be grateful if you would complete the questions in this section. All information will be treated in confidence and will not be seen by staff directly involved in the process. The questionnaire will be separate from your application form, recorded separately and used only to provide statistics for monitoring purposes.

Technical Support

Should you require any support with the WMJobs website, your user account or your in-progress application, please contact HR Support on 01905 368 490 or email recruitment@hwfire.org.uk.

Alternatively, WMJobs have a technical support team which can be contacted via <https://www.wmjobs.co.uk/contact-us/>.

Keeping in touch

Most of the communications during the process will be sent to the email address provided by you on your application form so please check this is correct when completing your application form. Please ensure you keep your contact details updated and that you regularly check your email account and spam folder. You are advised not to change your email address during the recruitment process to ensure we can communicate with you effectively.

Contacts

If you have any questions regarding the volunteering role or the selection process, please contact:

Volunteering role queries

volunteer@hwfire.org.uk

Recruitment queries

recruitment@hwfire.org.uk

01905 368 490

Monday to Thursday 9:00 – 17:00

Friday 9:00 – 16:00



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FIRE AND RESCUE SERVICE



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