



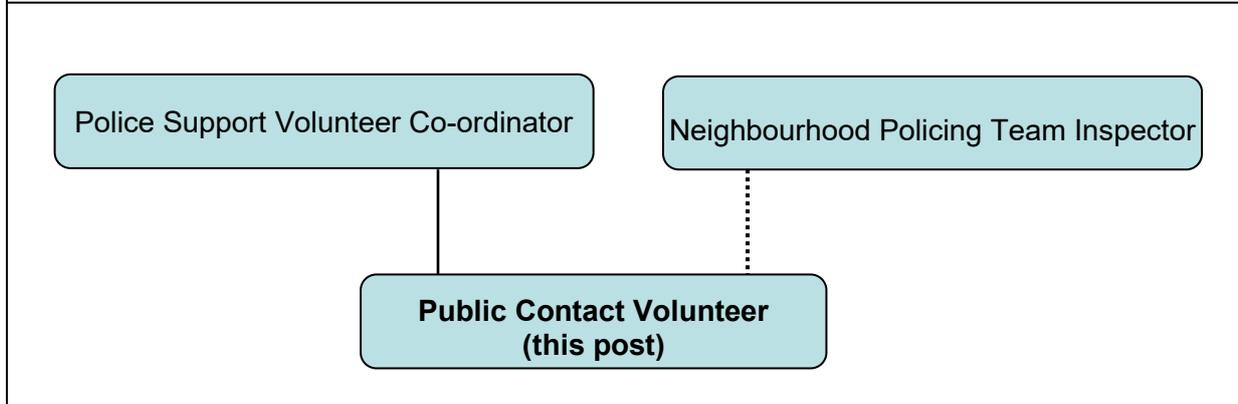
VOLUNTEER SUPPORT SCHEME ROLE DESCRIPTION

Role Title:	Public Contact Volunteer
Post Number:	DP6321
Division/Department/Section:	Citizens in Policing, Resourcing & Development Department
Line Manager:	Police Support Volunteer Co-ordinator & Neighbourhood Policing Team Inspector

1. PURPOSE

To enhance the general public's access to Dorset Police by providing advice, guidance, referrals and signposting to external services for everyday enquiries.

2. POSITION IN THE ORGANISATION



3. MAIN RESPONSIBILITIES

INPUT	OUTPUT
To enable a contact/information point to open during advertised times at community locations.	To enable members of the public to contact the Police at more convenient locations and at more accessible times.
To signpost and refer victims of crime to the relevant Police department or external agency.	To provide a customer focused service which enables the general public to contact the Police or third-party organisations.

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.
Collecting and delivering the Mobile Police Van (campervan style vehicle) from the police station to the Public Contact Point.	Ensuring the highest driving standards are maintained at all times, as a police vehicle is visible to members of the public.
4. MAIN CONTACTS	
1.	General Public
2.	Police Community Support Officers (PCSOs)
3.	Police Support Volunteer Co-ordinator
4.	Neighbourhood Policing Team Inspector
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> <ul style="list-style-type: none"> • Good communication skills. • Attention to detail and accurate record keeping. • Basic computer skills, including use of email. • Integrity, reliability and self-discipline. • Be an effective team player, willing to give time on a reliable and punctual basis. • Full UK Driving Licence with Class B category. 	<p>DESIRABLE:</p> <ul style="list-style-type: none"> • Previous experience in a public facing role.

7. ADDITIONAL INFORMATION

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 Force.

There is a request in line with the volunteer policy that four hours volunteering is undertaken each month. Public contact points operate at various locations in Dorset and on specific days during the week.

There is a request as part of this volunteer role to drive police vehicles e.g. Mobile Police Van (Class B vehicle), this is subject to a driving assessment by the Driver Training Unit.

Mandated training is required for this role, which will include First Aid training and de-escalation, provided through Dorset Police. Mandated training will be reviewed on an annual basis.

8. TERMS OF APPOINTMENT

In accordance with the current Dorset Police Volunteers policy.