



## Greater Manchester Fire & Rescue Service Volunteers Programme

Thank you for showing an interest in becoming a volunteer with Greater Manchester Fire & Rescue Service (GMFRS).

Please find attached a copy of the application pack. This will tell you more about the opportunities and activities that you may want to become involved in as volunteer.

Our aim is to create a fire safe society.

Our vision is to make Greater Manchester a safer place by being a modern, community focused and influential Fire and Rescue Service.

The make up of our communities is changing and we are proud to be part of the diverse community of Greater Manchester. We need to improve our understanding of the diverse cultures that exist within our communities and learn how we can work well together to keep them safe. This work will be a priority, particularly in terms of ensuring the service reflects the communities we serve and is fair to all.

Please return the completed application pack to:

**Volunteer Coordinator – Community Action Team  
Recruitment Unit  
Cassidy Close  
New Cross  
Manchester  
M4 5FP**

**Community Action Team 0161 608 9225**

[volunteers@manchesterfire.gov.uk](mailto:volunteers@manchesterfire.gov.uk)  
[www.manchesterfire.gov.uk](http://www.manchesterfire.gov.uk)

# Introduction & Objectives

Greater Manchester Fire and Rescue (GMFRS) Volunteers will support us to ensure that your community is a safe place in which to live, work, travel to & visit.

Volunteering with us, will enable you to give something back to your local community, make new friends, and learn new skills.

We aim to recruit & train volunteers to provide new skills & perspectives in order to:

- Provide a friendly, accessible and very focal point of contact between the local communities and GMFRS
- Help to raise the awareness of all fire & safety issues to all sectors of the community
- To promote diversity within GMFRS
- To promote community cohesion and well being by assisting in the development of important communication links between local fire stations, representative groups, other volunteer organisations and individuals with similar ideals in the community
- To complement the community fire safety roles of an operational fire fighter.

GMFRS Volunteers will be expected to:

- Consider all the details of a volunteering role & activities to be undertaken, their ability to manage their role & time involvement before committing themselves to a project & volunteering opportunity.
- Discuss and agree levels of support necessary, with their Volunteer Coordinator, in order to maximise the positive benefits to both GMFRS and the local community.
- Where applicable, ensure their role as a GMFRS volunteer is compatible with their professional role.
- Observe any requirements of the Authority's Code of Conduct.

Relevant policies are:

Health & Safety Policy  
Valuing Diversity  
Code of Conduct

# Recruitment

GMFRS ask for an application form to be completed in order for basic information such as name & contact details to be noted.

An informal interview is offered to identify skills and suitability for GMFRS volunteer roles.

Permission to contact two referees is requested.

Screening by the Criminal Records Bureau may be undertaken where required, and volunteers notified of this course of action.

If your application is successful you will be offered induction training, and on completion of induction training and a satisfactory probationary period, you will be accepted as a GMFRS Volunteer.

All volunteer roles will be detailed in a Volunteer Role Description, detailing basic requirements, duties & responsibilities.

**All volunteers** will receive an induction to the volunteer programme and any relevant training required. Further training opportunities will be offered as required. A uniform with ID badge will also be provided.

Your Volunteer Coordinator will be your main point of contact. He/She will guide you on tasks & provide feedback on any activities. He/She will provide support & guidance & be available to discuss and issues or concerns that you may have.

You will be able to claim out of pocket expenses for travel and other agreed costs whilst carrying out your role. You will be required to complete an expenses form, providing details of the expenses & receipts for expenses incurred.

GMFRS operates a Valuing Diversity Policy, which applies to all staff. All Volunteers will be expected to understand and commit to this policy.

All volunteers will be covered by GMFRS insurance policy whilst they are on GMFRS property or engaged in a task on behalf of GMFRS. **The insurances will only cover the individual if they adhere to their role and responsibilities.**

**Volunteers are bound by the same requirements for confidentiality as paid staff and will be asked to sign an agreement to this effect.**

# Examples of Volunteering Roles

**Fire Safe Level 1** - This role is aimed at supporting the local community to become more aware of fire safety issues.

It may involve supporting a local leafleting campaign followed up by knocking on doors to ask a series of questions in relation to the leaflet campaign. A direct result of this action may be to make a local resident an appointment for the Community Fire Safety (CFS) team to undertake a home fire risk assessment (HFRA) & fit smoke alarms if they are required.

Fire Safe will also involve monitoring local areas for potential fire hazards such as abandoned cars or discarded furniture, which, if left unattended, may be deliberately set on fire. A volunteer's role would involve reporting this hazard and supporting its removal.

**Level 2** – This would include all of the above to have been completed to a required standard over a period of time. Additional training would then be given in order for the volunteer to take part in and complete HFRA's

**Clean Team** – This role is aimed at delivering cleaning services that can have an impact on fire reduction or support fire related incidents.

Oven clean will aim to support those members of the community who may find it difficult to keep their oven and grill areas clean, for example elderly residents in the community or residents with limited mobility. Grill pan fires account for 31% of all house fires & needs to be reduced. In addition, many false alarm signals are triggered by smoke from grill pans but do not catch fire. These smoke alarms signals have to be actioned, often resulting in a fire engine being deployed when there is no fire. This is a waste of a valuable resource.

The aim is to initially clean the oven and grill area & educate the owner in ways to reduce hazards, such as using tin foil to line the cooking area & then throwing it away after use.

**After fire clean up** is aimed at properties that have encountered a fire but are still habitable, supporting residents in eliminating the smell of fire from their home or property. **After fire support** can offer assistance and guidance to victims of fire & reduce further risks by arranging a HFRA.

**Events** - GMFRS supports many local events such as open days at schools & community centres. There are also campaign events & sponsored events that raise the awareness of fire safety. However, we need to remember that if an emergency should happen then the fire crew may have to leave to deal with this. Volunteers can make sure that the work & promotion can continue on the day even if the crew have to go.

There have been car washes, walks, runs & parades to name a few. Volunteers can distribute marketing & advertising material to make an event better attended, hand out goods on the day, take part in car washes & other campaigns, and suggest events to take part in to develop relationships between GMFRS & the local community.