

## Role Description

### *Volunteer Community First Responder*

<b>Reports to:</b>	Community First Responder Scheme Co-ordinator
<b>Responsible to:</b>	CFR Scheme Governing Body (if applicable) NIAS Community Resuscitation Team CFR Scheme Management Committee
<b>Position type:</b>	Voluntary Role
<b>Location:</b>	Specified geographical area
<b>Hours of work:</b>	Voluntary hours suitable for the Responder. It is expected that depending on the number of alerts to the scheme that a volunteer would attend a minimum of 2 calls per month (this may change at the discretion of the Scheme Management Committee).
<b>Role Purpose:</b>	To provide basic emergency medical care and reassurance to patients and their families whilst an ambulance is on route.
<b>Responsible for:</b> a) Staff b) Resources	a) None b) CFR Equipment issued by the scheme and ID badge issued by NIAS

### Role Summary

Working as part of a Community First Responder (CFR) Scheme, CFRs are volunteers who live or work within their community and have been trained to attend specific 999 calls, providing a complementary service in partnership with the Northern Ireland Ambulance Service (NIAS).

The role of a CFR is varied and unlike any other voluntary role; offers the volunteer the opportunity to serve the local community, as well as join a regional Community of Lifesavers, making a difference by strengthening the Chain of Survival across Northern Ireland.

When NIAS receives a 999 call, it is prioritised and allocated a code. CFRs are pre-alerted to a specific number of agreed medical emergencies. They are under no obligation to attend, as an ambulance will always be dispatched, when available, at the same time to the call. However, they will often be the first person on scene of a medical emergency and because of this can make a real difference.

CFRs respond within a defined geographical radius but each CFR is part of a volunteer network of CFRs across a number of schemes in Northern Ireland. They respond to calls within the community they live in. They usually only travel short distances to reach patients.

CFRs will respond alongside NIAS personnel, healthcare professionals and other emergency services. CFRs will be responsible for providing basic emergency medical care to patients in the form of initial assessment and treatment until an ambulance arrives. They will also provide support and reassurance to patients and their relatives.

## Main Responsibilities

### Equipment

1. To check stock of Responder Bag and ensure that all equipment is in safe working order, reporting any defects or concerns to the Scheme Co-ordinator.

### Situational

1. To attend agreed medical emergency calls.
2. To transmit and receive information via systems in accordance with procedures.
3. To maintain standards at all times observing the Code of Conduct.
4. Be prepared to stand back once more highly qualified help arrives ie crews.

### Care of Patients

1. To work within the Scope of Practice of a CFR, as laid down by the NIAS.
2. To assess a patient's condition and provide basic emergency medical care (including use of an AED), support and reassurance before an ambulance arrives.
3. To maintain patient confidentiality and dignity at all times.
4. To act in a manner that respects equality and diversity.
5. To inform the attending ambulance personnel of assessment and care carried out, along with any other relevant information.
6. To accurately, clearly and concisely record relevant history, assessment and treatment on the NIAS CFR Patient Report Form and transfer a copy (blue) to the NIAS crew, and white copy to the Scheme Co-ordinator.
7. Provide continuing care under the direction of the ambulance crew until the crew have indicated assistance is no longer required.

### Training & Supervision

1. All applicants will be required to attend an initial mandatory clinical training course which is held over two days with additional non-clinical training - manual handling, Infection, Prevention and Control, Conflict Resolution and Safeguarding. Some training modules are e-learning along with practical assessments. Therefore the volunteer must have access to a computer, tablet or mobile phone and be able to independently, successfully complete the e-learning modules and practical assessments.
2. Support and supervision are always available from the scheme Co-ordinator, fellow volunteers and the CRT.
3. Recertification training is provided **ANNUALLY** by the CRT or by a NIAS Approved qualified trainer/assessor within the scheme. CFRs **must** make every effort to attend annual **RECERTIFICATION** training. If unable to attend the initial date offered, they will be offered two further dates, if unable to attend any of these, the CFR will be temporarily stood down until the next annual training date. If a CFR has not attended training for 2 years or more they will have to reapply and attend the 2 day initial training course.

### Additional Role information

1. The number and nature of calls are difficult to predict due to the radius covered and urban/rural locations.
2. CFRs will not knowingly be asked to attend unsafe or potentially violent incidents, or other incidents which require specialist skills eg maternity cases.
3. CFRs will also reserve the right to decline any incident they wish.
4. All CFRs will be subject to a 6 month probationary period.

### Criteria

Anyone living within an area covered by a CFR Scheme can apply to become a CFR provided they meet the following criteria:

Key Components		Assessed by:	Criteria
Qualifications	To be willing and able to provide emergency first aid as appropriate following training	Selection meeting	Essential
	A current full driving license and access to a road worthy car with current Tax, MOT and insurance	Application form & document check	Essential
	Emergency first aid training including CPR and use of an Automated External Defibrillator	Application form	Desirable
Skills & knowledge	Be able to communicate effectively both written and verbally with a wide range of people and provide reassurance to the patient and relatives.	Selection meeting	Essential
	To understand the need for confidentiality at all times	Selection meeting	Essential
	To be willing to undertake all training requirements for the role	Selection meeting	Essential
	To be able to independently carry out e-learning modules online.	Selection meeting	Essential
	To be efficient in the use of mobile phone apps eg GoodSAM	Selection meeting	Essential
Experience	To remain calm under pressure and be able to demonstrate empathy in stressful situations	Selection meeting	Essential
	To have an interest in supporting the community through volunteering	Selection meeting	Essential
Personal Attributes	To be able to demonstrate care and respect to all members of the community and provide a service which is free from bias, prejudice and discrimination	Selection meeting	Essential
	To have an interest in supporting the community through volunteering	Selection meeting	Essential



	Aged 18+	Application form	Essential
	Physically fit for the role	Selection meeting	Essential
	Willing to undertake an Enhanced AccessNI check	Application form & document check	Essential

- NIAS is committed to safeguarding and promoting the welfare and safety of children and vulnerable adults and expects all staff, other workers and volunteers to share this commitment.
- As this volunteering role will be working with adults at risk, this role requires an enhanced Access NI check and request to consent to the Access NI service and other pre-volunteering checks.