

## Role Description: Mobility Aids Spoke Volunteer (MAV)

### About this service

The British Red Cross provides valuable short-term support to vulnerable people in the UK, whether they're recovering from an operation, need a wheelchair or just need help coping around the house. Our volunteer-led Mobility Aids Service provides wheelchair delivery and short-term loans of equipment across the UK, helping tens of thousands of people every year.

### About this role

A Mobility Aids Spoke Volunteer will be on hand to deal with wheelchair requests and enter details onto a database. This key role will enable people to return home after an illness or surgery and help them to remain independent or go on a holiday or trip with friends or family. The beneficiary is at the centre of everything we do.

**Location – Inverness Office**

**Hours – to be discussed with Line Manager**

### Typical tasks include

- > Taking calls and enquiries from people wanting to borrow a wheelchair
- > Giving information about other Red Cross services, where appropriate
- > Updating service user records and other administrative tasks using computer based systems
- > Demonstrating how to use and look after our wheelchairs
- > Receiving and recording donations

### What we are looking for

Someone who:

- > Is willing to uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement and adhere to the Society's Equal Opportunities Policy
- > Is willing to act in accordance with our values and behaviours framework
- > Is willing to uphold people's dignity at all times
- > Is willing to attend induction and appropriate training
- > Is willing to use our IT systems and has basic IT skills

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- > Enjoys meeting people and helping them to remain independent
- > Has good communication skills.

### Additional information

- > Please read this role description in conjunction with the Mutual Expectations document, which will be given to you and discussed at interview
- > This role requires volunteers to have a Criminal Records check (DBS / PVG / Access NI)

### Young People and this role

We value the energy and enthusiasm that young people bring to this role. To undertake this role you need to be 16+. However (subject to a risk assessment, safeguarding requirements and parental consent) those aged 15 can be involved in a variety of activities such as promoting the service, supporting other volunteers and undertaking training.

### Core learning/requirements

The training will last approximately 24 hours and will provide the volunteer with the skills and knowledge required for the role. It will include all elements of the minimum and core induction and the “on the job” training.

#### Minimum Induction – within 3 weeks

Has been introduced to Line Manager and role description discussed

Has been given a H&S briefing pertinent to the site they will normally be operating from

Has been familiarised with any equipment required to carry out the role

Has received any workwear, if required for the role

#### Full Induction – within 3 months

British Red Cross Foundation Course e-module (IN-FCEL)

Foundation Course (IN-FC)

Has shadowed others to learn the role

### Further development opportunities

A Mobility Aids Volunteer may wish to consider becoming a Mobility Aids Lead Volunteer