

South Central Ambulance Service NHS Foundation Trust Community First Responder Recruitment Information Pack



Revised for COVID-19 Compliance

Introduction

Following your application to become a Volunteer Community First Responder with South Central Ambulance Service NHS Foundation Trust, we are pleased to invite you to one of our recruitment events.

The details of date, time and venue will have been communicated to you in an email or letter from one of our administration team if you are missing any of this information then please contact our team using the methods below **as soon as possible**.

The purpose of this pack is to give you a short insight into the Community Engagement & Training Team and to help you prepare for your recruitment day.

If at any point you have any questions then please give us a call on 01962 898090 or email cfr@scas.nhs.uk and we'll do our best to help you.

About Us

South Central Ambulance Service NHS Foundation Trust (SCAS) is made up of 4 counties. Berkshire, Buckinghamshire & Oxfordshire - this area is called the Northern Cluster and Hampshire called the Southern Cluster.

Community First Responders (CFRs) sit within the Community Engagement & Training Team (CE&T) Each area has its own Community Engagement & Training Team. Hampshire is split into 2 areas (east and west) and most areas have around 120 CFR's operating solo or in teams.

In each area our Volunteer First Responder teams are looked after by a team consisting of volunteers and paid staff. Each responder scheme has a "coordinator" who is a volunteer Community First Responder (CFR) and acts as a link between the group and the Ambulance Service as well as coordinating the activity of the scheme.

The schemes are looked after in each area by a team of staff from SCAS, they consist of a Community Engagement & Training Officer (CETO) and Assistant Community Engagement & Training Officer (ACETO) these staff are your first port of call as volunteers in the event you need any help or guidance and they also conduct your regular training and assessment sessions.

The CETOS and ACETOS are looked after by an operations manager – we have 2 – one for the southern cluster and one for the northern cluster.

The whole department is then headed up by a Head of Operations who the operations managers' report to.

Alongside Community First Responders the trust has Co Responders. These volunteers comprise of Military, Fire and Police. In some areas of the trust we work in partnership with the Universities Medical Schools and they allow their Medical Students to respond in their free time. In total there are around 1600 volunteers.



South Central Ambulance Charity

What does the Charity have to do with me wanting to be a CFR?

SCAS receives no funding to support our Community First Responders so our very own charity "South Central Ambulance Charity" fundraises to provide equipment, training, uniforms and vehicles for us. Therefore currently part of the role of a CFR is to fundraise in their local communities and help spread the word about the charity. This maybe by identifying places for collection tins, asking local community groups for donations etc. The Central Charity Team will work with you and guide you through this.

<http://sca-charity.org.uk>

Info@sca-charity.org.uk

Charity CEO

Vanessa.Casey@sca-charity.org.uk

Communications & Fundraising Officer Laura.Patrick@sca-charity.org.uk

Community First Responders

Volunteers like Sally give their time for **FREE**
But all her equipment comes from your **donations**

To equip Sally costs...

- Data terminal smartphone **£120 per annum**
- Uniform polo shirt **£11**
- Waterproof jacket **£40**
- Hi Visibility jacket **£38**
- Equipment bag and contents **£280**

It costs £2.5k to train 12 responders

To help or donate:
call us on **0800 587 0207**
or email cfr@scas.nhs.uk
sca-charity.org.uk

Registered charity address: Units 788 Talisman Business Centre,
Talisman Road, Bicester, OX26 6HR
Registered charity no: 1049778

WHAT DO WE DO?

We raise funds to support South Central Ambulance Service NHS Foundation Trust (SCAS). All the money raised by our Charity is used to fund services, projects and equipment that is not supplied by Government NHS Funding. Without the money we raise people in our communities would have to wait longer for help which could affect their recovery.

WE NEED YOUR HELP!

South Central Ambulance Charity works across Hampshire, Berkshire, Buckinghamshire and Oxfordshire and our Patient Transport Service also operates in Surrey and Sussex.

The demand for services is increasing each year and we need your help to get to those patients who have a life-threatening emergency as quickly as possible.

The Charity has 3 key objectives

- 1 To provide equipment and training for our volunteer Responders
- 2 To build awareness of life-saving skills and defibrillators in our communities
- 3 To support SCAS staff with new equipment and better working environments

You have embarked onto an exciting training journey – so thank you for attending the recruitment event. During the day, or evening session you will undertake a number of tasks which will include:

- A short interview with 2 members on the panel (one of whom may be a current CFR)
- Driving licence check (please note we do not accept applications if you have 6 or more endorsements on your license)
- A Data Barring and Security (DBS) check that is enhanced and covers both the child and adult workforce
- A basic life support assessment (covering CPR and defibrillator use)
- Uniform sizing
- Photo taking for identification card

In order to successfully complete the Data Barring and Security check, you will need to supply the documentation supplied in appendix A at the end of this document.

It is really important that you bring enough ID with you to do this otherwise it will delay your application process.

During the recruitment event, you will complete your DBS application with one of our team. It is very important that you bring enough identification with you to allow us to complete your application.

On completion of the recruitment day, candidates will be notified via email if they have been successful and their DBS application will then be processed and they will be sent an online link to complete an occupational health assessment.

If you are successful in your interview, CPR assessment and your DBS is clear then you will be offered a training place in a location nearest to you. In the Northern Cluster this is in Thame, Oxfordshire and in the Southern Cluster at Nursling, Hampshire.

Training

The course will consist of 5 days training preceded by some self-directed learning at home which will cover off some of the Trust corporate induction sessions. This will be sent to you electronically.

The rest of the training consists of the following

Evening Session

- Corporate Induction, Conflict Resolution, Basic Manual Handling – this is usually held over a half day or evening.

~ Gap of 2-3 weeks~

Full Weekend

- Day 1 Foundation Training Day 1
- Day 2 Foundation Training Day 2

~ Gap of 2-3 weeks ~

Full weekend

- Day 3 Foundation Training Day 3
- Day 4 Foundation Training Day 4

Following on from this you will be required to attend every 6 months in your local area a refresher assessment and in between these times you will be able to observe as a third person on a front line ambulance up to 4 times a year which will continue to enhance your knowledge and skill as a CFR.

There are further opportunities for additional training after 6 months of responding and opportunities to be able to undertake a driving assessment to drive our Dacia vehicles after 3 months of responding.

Your Community Engagement and Training team along with the scheme coordinators are there to support you along your SCAS journey.

What you need to do to prepare for the recruitment event

- Ensure that you have read all about the role of a CFR – you can find this on our website (www.scas.nhs.uk)
- As part of your recruitment day selection, you will be asked to perform CPR and use a defibrillator. In order to prepare you for this you should watch the 2 YouTube videos that SCAS has produced which can be found here:
 - <https://www.youtube.com/watch?v=fAfVSL48BA>
 - <https://www.youtube.com/watch?v=UTuhA4Whkml>
- **Please note that we won't be expecting you to perform flawlessly but we will be looking to see how you retain information and understand instructions.**
- You need to make sure that you have the documents ready as outlined above for your DBS check – if you have any issues with getting this documentation you should let us know as soon as possible.
- To save time on the day, it would be great if you could print off or take a screenshot of your driving licence record (**but not more than 72 hours before the day**) you can do this here:
 - <https://www.viewdrivingrecord.service.gov.uk/driving-record/licence-number>
- This allows us to see that you have the correct entitlements to drive and do not have more than the allowed number of penalty points on your licence.
- Don't worry if you can't do this before the day – we can always help you on the day.

During the recruitment event

- During the event, you will be joined by other applicants as well as currently serving community first responders who will be on hand to answer any questions you may have and explain a bit more about the role and the training you will undergo. You will work through the different elements of the day and then once you have completed all the areas, you will be free to go.
- Tea, coffee and water will be provided on the day.

Afterwards...

- You will be contacted shortly afterwards to advise whether you have been successful or not in your application and selection process. Feedback will be offered, and you will be able to apply again should you be unsuccessful.
- If you are successful your DBS process will be started and you will also need to complete an online occupational health questionnaire, the details of which will be sent to you by our admin team. You will also be offered a provisional place on an induction day as well as a foundation course. This is subject to a satisfactory outcome of your DBS process.

The recruitment event is designed to be an enjoyable process to help us select the right volunteers for the role and to ensure that you know exactly what you are signing up for.

If you have any questions, then please don't hesitate to contact us and we will do our best to help you.

We look forward to meeting you on the day!

Your voice matters!

Do you live in (or have a connection with) Berkshire, Hampshire, Buckinghamshire or Oxfordshire ?

Then why not join your local ambulance service membership.

Benefits are:

- FREE membership
- FREE public talks on South Central Ambulance Service
- NHS discounts
- Have your say on how services are delivered
- Choose your level of involvement, from receiving our free e-newsletter to getting involved with surveys or attending events and meetings

For more information on membership, please email getinvolved@scas.nhs.uk or visit our website <https://www.scas.nhs.uk/get-involved/foundation-trust/become-a-foundation-trust-member/>

Appendix A – Identification required for DBS check

Three routes of ID checking

Route 1

The applicant must be able to show:

- one document from Group 1, below
- 2 further documents from either Group 1, or Group 2a or 2b, below

At least one of the documents must show the applicant's current address.

If the applicant isn't a national of the UK or the EEA and is applying for voluntary work, they may need to be fingerprinted if they can't show these documents.

Route 2

Route 2 can only be used if it's impossible to process the application through Route 1.

If the applicant isn't a national of the UK or the EEA and is applying for voluntary work, they can't use Route 2. If the applicant doesn't have any of the documents in Group 1, then they must be able to show:

- one document from Group 2a
- 2 further documents from either Group 2a or 2b

At least one of the documents must show the applicant's current address. The organisation conducting their ID check must then also use an appropriate external ID validation service to check the application.

EEA nationals who've been resident in the UK for 5 years or less may need to be fingerprinted if they can't show these documents.

Route 3

Route 3 can only be used if it's impossible to process the application through Routes 1 or 2.

EEA nationals who've been resident in the UK for 5 years or less can't use Route 3.

For Route 3, the applicant must be able to show: * a birth certificate issued after the time of birth (UK, Isle of Man and Channel Islands) * one document from Group 2a * 3 further documents from Group 2a or 2b

At least one of the documents must show the applicant's current address. If the applicant can't provide these documents, they may need to be fingerprinted.

Group 1: Primary identity documents

Document	Notes
Passport	Any current and valid passport
Biometric residence permit	UK
Current driving licence photocard - (full or provisional)	UK, Isle of Man, Channel Islands and EEA. From 8 June 2015, the paper counterpart to the photocard driving licence will not be valid and will no longer be issued by DVLA
Birth certificate - issued within 12 months of birth	UK, Isle of Man and Channel Islands - including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
Adoption certificate	UK and Channel Islands

Group 2a: Trusted government documents

Document	Notes
Current driving licence photocard - (full or provisional)	All countries outside the EEA (excluding Isle of Man and Channel Islands)
Current driving licence (full or provisional) - paper version (if issued before 1998)	UK, Isle of Man, Channel Islands and EEA
Birth certificate - issued after time of birth	UK, Isle of Man and Channel Islands
Marriage/civil partnership certificate	UK and Channel Islands
Immigration document, visa or work permit	Issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based
HM Forces ID card	UK
Firearms licence	UK, Channel Islands and Isle of Man

Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months
Bank or building society statement	UK and Channel Islands or EEA	Issued in last 3 months
Bank or building society statement	Countries outside the EEA	Issued in last 3 months - branch must be in the country where the applicant lives and works

Document	Notes	Issue date and validity
Bank or building society account opening confirmation letter	UK	Issued in last 3 months
Credit card statement	UK or EEA	Issued in last 3 months
Financial statement, for example pension or endowment	UK	Issued in last 12 months
P45 or P60 statement	UK and Channel Islands	Issued in last 12 months
Council Tax statement	UK and Channel Islands	Issued in last 12 months
Letter of sponsorship from future employment provider	Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application	Must still be valid
Utility bill	UK - not mobile telephone bill	Issued in last 3 months
Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months

Document	Notes	Issue date and validity
Mortgage statement	UK or EEA	Issued in last 12 months

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Benefit statement, for example Child Benefit, Pension	UK	Issued in last 3 months

Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HMRC	UK and Channel Islands	Issued in last 3 months
EEA National ID card		Must still be valid
Irish Passport Card	Cannot be used with an Irish passport	Must still be valid
Cards carrying the PASS accreditation logo	UK, Isle of Man and Channel Islands	Must still be valid
Letter from head teacher or college principal	UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided	Must still be valid