

NHS

East of England
Ambulance Service
NHS Trust



EMERGENCY AMBULANCE

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Ambulance Service

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**Join our
team
Volunteers**

www.eastamb.nhs.uk

#WeAreEEAST 



Welcome from Neill

“ Since joining the Trust I have been blown away by the compassionate care provided to our patients from both our staff and volunteers. As a Trust we deliver care to a community of over six million people, across six counties. We are there for our patients during some of the most difficult times in their life. We could not deliver this care without

our volunteers, who support us in a range of roles, including community first responders delivering life-saving treatment on the frontline, patient transport drivers taking patients to and from hospital appointments and community engagement members working with us to help develop our services.

We are working hard to develop a culture which is inclusive and supportive, and to safeguard our employees to ensure this is a place you want to work. We are increasing our health and wellbeing offering to ensure you have access to the support you need, when you need it. We also have a range of development opportunities for both staff and volunteers. Whatever your motivation for joining the ambulance service, we want to support you.

We are striving to develop a positive learning culture to support both individual development and to enhance the care we can provide to our patients. We encourage volunteers, staff and patients to raise their suggestions and report incidents to ensure we can continue to learn and develop our services so all those who need it receive the latest and best possible care.

As an ambulance service, providing excellent care and support to our patients when they need it the most is what we do. It's a privilege to work alongside over 1200 volunteers and 4000 staff in this challenging but rewarding role. If you're up for a challenge, we would love you to join us on this journey.

Neill Moloney
Chief Executive



Who we are

The east of England covers six counties, that's around 7,500 square miles. Providing a 24/7 emergency service that meets the demands of such a vast area is a huge undertaking, but at the East of England Ambulance Service we do just that.

Members of our team are out there now, working across 130 sites and alongside 17 acute hospital trusts. The service we provide is specifically tailored to meet the differing needs of our diverse local communities, whether they're on the coast, in the city, situated near a major road or airport or based in rural farmland.

Our team includes:

- over **5,000** staff and more than **1,200** volunteers
- **three** Emergency Operations Centres (EOCs) located in Bedford, Chelmsford and Norwich
- **485** front line ambulances
- **72** rapid response vehicles
- **178** non-emergency ambulances
- **53** Hazardous Area Response Team/major incident/resilience vehicles.



Who we are continued

Not just blue lights

There's more to us than just emergency response though. We also provide non-emergency patient transport services for patients travelling to and from hospital, treatment centres and other similar facilities who can't travel unaided because of a medical condition or frailty.

Our frontline effort is supported by a huge team of support staff, specialising in everything from HR, finance and communications, to engineering, I.T and informatics. They're crucial to what we do, and there would be no frontline response without them.



Volunteer opportunities

We're really proud of our army of volunteers and we're always looking for more people to join them and help us deliver outstanding care for our patients.

So, whether you're looking to give back to your community, get back out into the world a bit more, or just fancy a new challenge, why not get in touch?

We really do offer something for everyone.

Volunteer roles

Here at EEAST the volunteer roles and opportunities on offer include:

Community First Response (CFR)

Our CFR volunteers are trained by us to attend certain types of emergency call in the area where they live or work. Their aim is to reach a potential life-threatening emergency in the first vital minutes before the ambulance crew arrives.

As well as being a responder we also have volunteering opportunities for CFR dispatchers, team leaders and trainers.

Co-response

Our co-response volunteers join us from other blue light services, or the armed forces and offer additional support at periods of extreme pressure and high demand.

EEAST Heart

Our EEAST Heart volunteers go out into the community to deliver emergency first aid training to their local schools and community groups.

Community Engagement Group

Our Community Engagement Group (CEG) are an independent group of volunteers from around the region who help us identify ways of improving services and support us with a range of activities, including audits and public engagement. They are our critical friend.

Patient Transport Services

Our volunteer car drivers are live and work in the local community and they give up their time to assist members of their local community who need to get to and from hospital appointments, treatment centres and other health facilities.

Our Patient Transport Service also covers hospital porter volunteering opportunities, which involves supporting the patients journey to the clinic doors, and back to the ambulance.

Case Study



“

For anyone looking to volunteer within the East of England Ambulance Service NHS Trust, I would very much recommend it.

I really enjoy working with other volunteers across the region, in partnership with the Trust, to continuously improve the services for our patients whilst also ensuring that staff and volunteer wellbeing is prioritised.



”

Ben

Community Engagement Group (CEG) Member

Case Study



“

The high level of care and compassion shown not only to our patients, but to each other, makes me proud to support such a vital lifesaving service.

The role itself is challenging in many ways, but you're well supported through your learning and are surrounded by kind and inspirational people..

”



Sherry

Community First Responder (CFR)

Case Study



“

I enjoy volunteering in my local community and have held many roles in the village over the years.

The most rewarding however has been setting up a Community First Responder Group in 2002 and being its Coordinator and CFR for over 20 years.

The CFR role includes helping someone in the community with urgent medical assistance to providing basic life support and defibrillator training and setting up defibrillator points around the local area. Being there when someone needs help until an ambulance arrives gives you a very special kind of satisfaction.



”

Carole

Community First Responder (CFR) Coordinator

Case Study



I am proud to be a volunteer at EEAST and have immensely enjoyed my role for the past six years.

As a volunteer I have felt respected, included, and fully supported to be creative and flexible in helping others when and where I can.

As an added bonus I am given many opportunities to use my clinical knowledge and academic skills to support

both learners and staff in their own developments which I see as a gateway to improving patient care. For me, volunteering at EEAST has been a highly rewarding and I have never looked back.



Indra

Community Engagement Group (CEG) Member

Volunteer with us

Every role at EEAST is important and we all play a part in getting help and care to our patients at the most difficult of times.

There are so many volunteering opportunities here at EEAST. Whether you're considering a support role or are tempted by the frontline, there really is something for everyone.



Come and join us

We value care, teamwork, quality, respect, and honesty. If this sounds like you, then we would love to hear from you.

All our current volunteer opportunities are listed here: [volunteering and volunteer roles at EEAST](#), so if you see a role that interests you, apply today.

Consider volunteering with the ambulance service.
Help us make a difference.

Raising funds to support the staff, volunteers, and local communities of the East of England Ambulance Service, strengthening the provision of outstanding care to patients.

Together, we make a difference

Your generosity provides support and improvements to staff, volunteers and local communities that use our service across the east of England.

Supporting our staff – supporting health and wellbeing initiatives to improve working lives, enriching workplace environments, providing colleague training, development, and access to wellbeing related services.

Supporting our volunteers – Our lifesaving community first responders provide an early emergency response often in advance of ambulance arrival. These volunteers operate in their local communities and are supported by the charity. Your donations provide equipment, uniform, and various training aids, including lifesaving defibrillators.

Supporting our local communities – providing community education programmes such as EEAST Heart which educates the public in essential British Life Support (BLS) skills. This vital course is taught by qualified staff and volunteers from the East of England Ambulance Service and fully funded via donations from our supporters.

If you would like to find out more about the work of our charity, are interested in fundraising for us or are considering supporting the charity with a donation, please get in touch:

Contact charityfunds@eastamb.nhs.uk

Tel. 01603 422731

[Visit the East of England Ambulance Service Charity webpage](#)

East of England Ambulance Service NHS Trust Charitable Funds. Registered Charity No. 1047987.



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