



Service by Emergency Response Volunteers Suffolk & Cambridgeshire

Registered Charity Number 1148000

Volunteer Controller Role Information

Controller – Role Description

To receive and process incoming phone call requests from hospitals, private addresses, human milk banks and other blood running groups, ensuring we operate in line with our Service Level Agreement and SERVSC disciplines and procedures at all times. Good organisational skills and reasonable geographical knowledge of Suffolk & Cambridgeshire is required.

Controllers main tasks and responsibilities: -

- Required to offer a minimum of two rota shifts per calendar month from 19.00 – 07.00, (weekend & bank holidays include all day on call)
- Rota cover is in place 365 nights a year, all day at weekends and all day bank holidays
- Responsible for ensuring 'bloodrunners' on duty night are ready on time
- Receive and process all incoming phone call requests mainly from the five hospitals we serve, establishing what the task is, what the product is, size of consignment, where the consignment is to be delivered to and urgency
- Allocate task/s to bloodrunner/s on rota duty, to monitor collection of consignment, to monitor delivery of consignment, to monitor bloodrunner/s are home safe and ready for further tasks
- Monitor and record the Air Ambulance consignments delivered to EAAA and MAGPAS
- Record each task/s on our web based reporting system within the deadlines given
- Required to attend training in line with the policy of SERVSC.
- Comprehensive training given together with mentor & other controller support at all times
- Required to attend a minimum of two fundraising events per year