

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Community Support Officer	JEID	K0058
Salary Grade:	Scale H (£22,658 - £24,964)		
Team:	Prevention		
Service Area:	Warwickshire Fire & Rescue Service		
Primary Location:	Bedworth Fire Station, Park Rd, Bedworth CV12 8LB		
Political Restriction	This position is not politically restricted.		
Responsible to:	Prevention Manager		
Responsible for:	N/A		

#### Role Purpose

The role of Warwickshire Fire and Rescue, Community Support Officers is to, develop, promote, and deliver our strategic intentions around Prevention activities across the County of Warwickshire. This role is key, to the continued reduction in fires and other emergencies in Warwickshire.

#### Role Responsibilities

##### Principal duties:

- To co-ordinate with the team and deliver the WFRS Safe and Well agenda to the most vulnerable people of Warwickshire.
- To assist with and deliver the WFRS schools education programme
- To assist with and deliver the WFRS fatal Four RTC reduction work
- To assist in the development, implementation, delivery, monitoring and evaluation of the community safety initiatives
- To form part of the delivery team for Warwickshire intervention for Safety awareness and Fire Education (SAFE) and adhere to associated case management protocols.
- To develop maintain external partnerships and forge links with local community and specific target groups which contribute to mitigating and reducing the risk to local communities
- To assist in the development of packages and deliver training to partner agencies who undertake risk reduction work on behalf of and in partnership with WFRS
- To (when needed) coordinate multi agency events and assist in their delivery
- Manage Prevention department assets marketing and promotional material and other equipment
- To support Station based staff in all aspects of Prevention activities.

**Other Duties:**

- Manage various IT systems within the realm of Prevention.
- Manage, audit and report on partnership and health agenda items as required.
- Support the Prevention department to fulfil its business plan year on year.
- Attend Team Meetings and briefings as required by the Prevention Manager
- Work in partnership with other F&R prevention departments; WCC and external agencies to deliver project work in line with organisational needs.
- Assist with the general workload of Prevention team as necessary to ensure that any deadlines are met and that the standard of service is maintained.
- All Prevention vehicles are kept clean, tidy and road worthy at all times.

**Health and Safety:**

- Ensure compliance with WFRS Health and Safety policies and procedures.
- Support Prevention Team with their Health & Safety roles and responsibilities.
- Provide input into specific health and safety projects, policies, procedures and risk assessments, including membership of the Practitioners forum.
- Complete Adverse Event and Health and Safety Investigations as required.

**Personal Development:**

- To keep up to date with current practice, undertake training and continuous professional development as appropriate.
- Competency must be maintained against Role and recorded within annual appraisals.

**Equalities:**

- To uphold the Warwickshire Fire & Rescue Service's Fairness at Work and Equal Opportunities policies and practices and to treat all colleague, service users and contacts with respect and in accordance with the expectations laid down by the service.
- To promote and deliver fair and quality services that is sensitive and responsive to all service users.
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## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

**Essential Criteria**

Assessed By:

Ability to communicate across departments and partners to a high standard	A/I
Able to convey information both verbal and written in a logical and concise manner	A/I
Knowledge and Understanding of Partnership working	A/I
Ability to use a range of IT software to file and manage information and to create and amend documents	A/I
Experience of working within the Community environment	A/I

Knowledge of risk assessment process	I
Able to understand and interpret national guidance and legislation relating to WFRS policies	I
Able to work within a team or as an individual	A/I
Able to effectively plan and organise own workload to meet deadlines, prioritising to satisfy competing demands and urgent and important issues.	A/I
Full Driving licence	A/D

## Desirable Criteria

Assessed By:

Qualification/Knowledge/Experience in Education or teaching	A I
Qualification/Knowledge/Experience in Youth Services, Youth Engagement	A I
Some experience of Emergency Service working	A I
Knowledge and understanding of the Fire Service and County Council	A I
Some understanding and experience of working within the Community	A I
Experience of working in a multi-agency environment	A I
Experience in areas around Safeguarding and Child Protection	A I
Experience of working with vulnerable groups	A I
DBS checked	A/D

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting

<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	