

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/Hospital to Home	JEID	K0058
Salary Grade:	Scale H (£32,046 - £34,811) pro rata (this is a zero hours contract)		
Team:	Prevention		
Service Area:	Warwickshire Fire & Rescue Service		
Primary Location:	Leamington Fire Station or Nuneaton Fire Station, however the successful candidate will be expected to work at numerous locations across Warwickshire		
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.

The role of the Warwickshire Fire and Rescue Service Hospital to Home team is to deliver a bespoke transportation and settling service for Warwickshire residents. This is aligned too the strategic intention of keeping the public safe through the delivery of prevention activities across the County of Warwickshire. This role is a key a contributor to the reduction of accidental dwelling fires, it promotes safety within the home environment, supports Adult Social Care to maintain independent living in Warwickshire and helps to reduce avoidable admissions into Hospitals. The Hospital to Home Service is a service where staff are scheduled on a rotating pattern to work either a 09:30hrs-17:30hrs or a 10:00hrs-18:00hrs. Applicants who cannot meet these criteria, need not apply.

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 provide a timely response to requests for the Hospital To Home transportation and settling service
- Provide a service utilising the person centred framework approach
- Provide risk based advice to individuals in the home setting
- Complete (when appropriate) Safe and Well checks
- Signpost individuals for additional support from a variety of partner agencies
- To co-ordinate with other team members to deliver the WFRS Safe and Well agenda to the most vulnerable people of Warwickshire
- To assist in the development, implementation, delivery, monitoring and evaluation of the HTH service and other community safety initiatives
- To develop and 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 partner agencies who undertake risk reduction work on behalf of and in partnership with WFRS
- Manage Prevention department assets, marketing and promotional material and other equipment
- To assist with and deliver the WFRS schools education programme.
- To assist with and deliver the WFRS RTC reduction work.
- To assist in the development, implementation, delivery, monitoring and evaluation of the community safety initiatives. To support the communication of new working practices to station colleagues.
- To provide expert advice, support and feedback to colleagues and partner agencies on high risk issues.
- 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 and 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.
- 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 Management Team.
- 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.
- Ensure that all Prevention vehicles are kept clean, tidy and road worthy at all times.
- To undertake any Fire prevention projects or evaluative work as directed by line management.
- To demonstrate and uphold service values in line with the core code of ethics and promote WFRS in a positive manner at all times.
- To assist with the delivery of the Hospital to Home Service when required.
- To understand and adopt the Core Code Of Ethics principles and behaviours.

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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.

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
Experience of working with vulnerable groups	A/I
Demonstrable commitment to safeguarding and promoting welfare of children and vulnerable adults	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
Must be willing to undergo an Enhanced DBS with barred list checks (Adults and Children)	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

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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ xRegular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ x Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☒ xLone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ x Rotating shift work	☐ Manual cleaning/ domestic duties

☐ Working on/ or near a road	☒ Regular work outdoors
☒ xSignificant use of computers (display screen equipment)	☒ xWork with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☒ xWorking with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☒ xPotential exposure to blood or bodily fluids	☒ xFace-to-face contact with members of the public
☐ Other (please specify):	