# Community Safety Technician

## **Job description and person specification**

Devon and Somerset Fire and Rescue Service

# Job de**scription**

**Job title:** Community Safety Technician

**Grade:** Grade 5

**Department:** Community Safety Prevention

**Reports to:** Home Fire Safety Officer / CS Intervention officer

**Line manager responsibilities:** None

**Job Evaluated:** 09/06/2017

Main purpose of job:To develop, generate and deliver Community Safety initiatives to the residents of Devon and Somerset working in partnership with outside agencies and fire service personnel to enhance quality of life, to save lives and deliver the service goals in relation to Community Fire Safety.

Main responsibilities and duties:
All tasks relating to Multi Agency Home Safety Checks/Visits (HSV)

1. To promote and advise on Community Safety and the wider determinants of health and wellbeing, through the delivery of HSV that contribute to improving outcomes for the most vulnerable. Including but not exclusive too:

* Being flexible and responding to the generation of HSV referrals from external agencies as directed
* Undertaking multi-agency holistic HSV to identify a wide range of risks
* Providing education and advice in delivering interventions to reduce risks and change behaviours
* Provide a non-blue light response to calls for assistance on behalf of other agencies

 2. To work as part of teams, integrated with a wide range of partners to deliver and promote multi service, community safety, risk reduction and health and wellbeing interventions. To provide a bespoke care package (in relation to fire safety) for the individual based on a complex risk assessment.

3. Identify clear referral pathways to engage with vulnerable people and make every contact matter in the collaborative delivery of interventions

4. Work with both internal and external partners and assist in the development of a network of appropriate contacts

5. To collate relevant information and complete risk assessments for vulnerable people to promote their health, safety and welfare.

6. To signpost and /or refer to specialists ether internal or external where advice and brief interventions provided are unlikely to sufficiently reduce risk; or where the risks identified are beyond your ability to solve

7. To maintain and develop existing partnerships

8. To be creative, find solutions to risk critical situations, provide and install a wide range of situational risk reduction equipment

9. To manage the equipment and resources available to deliver the required CS prevention activities

10. To demonstrate experience and competence in managing sensitive, confidential and disclosed information in accordance with service policy. Working in line with DSFRS’s Children, Young People and Vulnerable Adults Safeguarding policies

11. Mentor and support newly appointed staff and other colleagues within the workplace as required

12. To manage personal workloads and availability using the appropriate systems as directed

13. To practice and promote the Health and Safety policies of Devon and Somerset Fire & Rescue Service to ensure the development and progression of health and safety within the sphere of responsibility of this job description and the health and safety of all employees and customers

14. To adopt and promote a positive approach to equal opportunities, equality, diversity and fairness

15. This role will require regular/frequent contact with children, young people and/or adults at risk and will therefore require an Enhanced DBS check.

## Specific Duties: i.e. the duties which apply to all roles at this level.

1. To provide mentoring support and guidance through the Personal Performance & Development (PPD) Review process for those personnel identified in the policy document and ensure all staff receive appropriate training and development to enable them to carry out their role effectively and efficiently.
2. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS’s related Policies to include Data Protection Act 1998 Service Policy document.
3. To attend local, regional and national meetings or events as appropriate/required.
4. To actively promote the Service’s Core Values and comply with Equality and Diversity and all Service policies.
5. To perform tasks in a safe manner in accordance with Health and Safety policies and legislation.

## Additional Responsibilities and Duties

The Technician role enables the organisation to provide a single position multi discipline approach across a wide range of community safety activities. Whilst the main role of the Technician will be to carry out the core responsibilities detailed in the sections above, additional activities will be supported as required. This includes promoting, delivering and supporting core community safety prevention activities such as;

1. Delivery of DSFRS schools education programme

To present, deliver and support Nursery / Pre-school talks and the Schools Talk Programme to key stages 1-5 of the National Curriculum in accordance with the DSFRS recognised model of best practice. This includes undertaking associated administrative duties such as liaising with the school and any required follow-up actions.

1. Firesetters

To support the delivery of the Fire Setter Intervention programme, providing resilience for individual interventions, including undertaking associated administration duties via the online management toolkit.

1. Youth Engagement

To work with the Children and Young people (CYP) interventions support officer to assist and / or lead the delivery of community safety programmes such as Phoenix, Firebreak, Cadets, Work Ex, Sport safe, Out of The Blue and other interventions

1. Road Traffic Collision reduction

To deliver and support Road Traffic Collision reduction work through initiatives such as Learn to live/ Contract for life and other regional and local campaigns

1. To also promote, deliver and support to following events:
* Public displays
* Major CS events such as festivals and local community events.
* Chip pan displays (subject to training and correct PPE)
* Community Action Days
* Presentations to groups
* Junior life skills events
* Co-ordination of station visits
* Local and national Community Safety Campaigns
* Local bespoke CS activities designed to reduce risk in service area
1. To provide resilience for continuity of service delivery within the Community Safety department
2. The post holder may be requested to undertake the duties of higher graded staff subject to consultation

In addition, other duties at the same responsibility level may be interchanged with / added to this list at any time. The list is illustrative rather than exhaustive and as in any organisation changes in emphasis may occur over time.

# Core values of the Service

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-

Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

Grade: 5

Job title: Community Safety Technician

Please refer to the numbered criteria below when completing the application form, as this will provide the basis for shortlisting.

## Key competencies

1. **Proven experience and ability to work flexibly as a member of a team with minimal supervision, and on own initiative**

### Essential and measured by application and interview

**Proven ‘hands on’ job specific experience**

### Essential and measured by application and interview

### Good interpersonal skills in order to develop and maintain effective working relationships with young people, staff at all levels, representatives of other organisations and prepare correspondence and reports.

### Essential and measured by application, test and interview

1. **Ability to work to strict deadlines and be able to prioritise workload**

### Essential and measured by application and interview

**An ability to work with vulnerable groups and employees with appropriate regard to Safeguarding of Children, Young People and Vulnerable Adults legislation and policies**

### Essential and measured by application and interview

**An awareness of the importance of community involvement**

### Essential and measured by application and interview

### Evidence of self-motivation and innovation

### Essential and measured by application and interview

**Proven ability / understanding of the need to maintain appropriate confidentiality**

### Essential and measured by application and interview

**A demonstrable competence and awareness of the key elements of safe-guarding with regard to Children, Young People and Vulnerable Adults**

### Essential and measured by application and interview

### Proven ability to work with tact and diplomacy with people at all levels

### Essential and measured by application and interview

## Work experience

**Experience with IT, particularly Microsoft Office applications, apps and Internet**

### Essential and measured by application, test and interview

**Ability to engage with vulnerable groups and developing it through learning and training events**

### Desirable and measured by application, test and interview

**Ability to use a problem solving approach to systematically and effectively assess / complete work tasks and projects**

### Essential and measured by application and interview

**Have a customer service approach to work**

### Essential and measured by application and interview

**Ability to use basic power and hand tools whilst using a step ladder**

### Desirable and measured by application.

**Ability to have a basic understanding of types of building construction to aid the selection and use of appropriate equipment fixing solutions**

### Desirable and measured by application.

1. **Proven ability in managing equipment and resources**

Essential and measured by application and interview

## Qualifications and knowledge

**Good working knowledge of Health and Safety and other relevant legislation**

### Essential and measured by application and interview

**Good working knowledge of the risk assessment process and applying suitable risk reduction measures**

### Essential and measured by application and interview

**Sound knowledge of appropriate legislation, specifically; The Care Act 2014, Data Protection Act 1998, Safeguarding Vulnerable Adults Act 2006**

### Essential and measured by application

**Professional Qualification related to working with CYP and or relevant work experience**

### Desirable and measured by application

**Sound understanding of Community Safety prevention within the Fire and Rescue Service**

### Essential and measured by application and interview

**Knowledge and understanding of meeting the needs of older people**

### Desirable and measured by application and interview

**Knowledge and understanding of meeting the needs of people with disabilities**

### Desirable and measured by application and interview

**Knowledge and understanding of working with young people and / or young offenders**

### Desirable and measured by application and interview

**Knowledge of working and / or meeting the needs of people with a history of substance use**

### Desirable and measured by application and interview

**Public Services BTEC Diploma Level 3 or equivalent work experience**

### Essential and measured by application and interview

**Knowledge and understanding of meeting the needs of people who are tenants**

### Desirable and measured by application and interview

**Knowledge and understanding of working in / or with minority communities**

### Desirable and measured by application and interview

### Willingness to undertake the appropriate level of disclosure

### Essential and measured by application and interview

## Personal qualities and attributes

**Willingness to undergo Security Control/Vetting as required by the Service**

### Essential and measured by application

**Ability to work efficiently and efficiently both on own initiative as well as a member of a busy Team**

### Essential and measured by application and interview

**Flexible and facilitative approach**

### Essential and measured by application and interview

1. **Ability to deal with all groups of people in an understanding, empathetic/sensitive manner; i.e. to demonstrate good listening/questioning skills especially with vulnerable groups, the elderly and disabled**

### Essential and measured by application and interview

1. **Commitment to continuous improvement both in relation to self and the wider Team**

### Essential and measured by application and interview

1. **Ability to travel to all areas within Devon and Somerset and, if required, further afield**

### Essential and measured by application and interview

### Ability to work efficiently, effectively and safely as a team member or individual sometimes as a lone worker

### Essential and measured by application and interview

## Factor guides

### Supervision/management of people

**Level 1** Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits

### Creativity and innovation

**Level 2** Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems.

### Contacts and relationships

**Level 3** Issues generally not contentious, but where the outcome may not be straight-forward. Within the Service, the advice or guidance would relate to issues which are less well established. Alternatively outside contacts would involve identifying details of service needs, assessment and initiating action to provide assistance, offering straightforward advice or delivering more comprehensive support and/or care.

### Decisions – discretion

**Level 3** Work is carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines.

### Decisions – consequences

**Level 2** Decisions which have a material effect on the internal operations of the post’s own or other departments or on the individual or the provision of service to the public

### Resources

**Level 2** Responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials or for the accurate handling and security of small sums of cash and cheques or financial resources.

### Work environment – work demands

**Level 2** Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

### Work environment – physical demands

**Level 2** Work requiring normal physical effort with periods of substantial effort; or normal physical effort occasionally in awkward postures: or prolonged effort in a constrained position involving considerable manual dexterity.

### Work environment – working conditions

**Level 2** Work includes significant elements of inside or outside work involving some exposure to moderate noise, heat, cold, disagreeable or difficult surroundings/conditions.

### Work environment – work context

**Level 2** Work potentially involves some risk to personal safety of injury, illness or health problems arising from the environment of the public/clients.

### Knowledge and skills

**Level 3** Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.